DOCUMENT RESUME

ED 393 934 TM 024 968

AUTHOR Kraushaar, Kevin, Comp.; Elliott, Delia, Comp.
TITLE State School Closure: Fort Worth and Travis Employee Surveys 1993 and 1994, Parent/Family Surveys, 1993 and 1994 Results.
INSTITUTION Southwest Inst. for Developmental Disabilities, Abilene, TX.
PUB DATE [95]
NOTE 77p.; For a related document, see TM 024 963. Paper presented at the Annual Meeting of the Mid-Western Educational Research Association (October 13-16, 1993).
PUB TYPE Reports - Evaluative/Feasibility (142)

EDRS PRICE MF01/PC04 Plus Postage.
DESCRIPTORS Decision Making; *Deinstitutionalization (of Disabled); *Developmental Disabilities; Employee Attitudes; *Employees; Parent Attitudes; *Parents; Program Termination; *Residential Schools; *School Closing; State Programs; Surveys
IDENTIFIERS Texas (Fort Worth); Texas (Travis County)

ABSTRACT

The Southwest Institute for Developmental Disabilities conducted surveys in 1993 and 1994 of families of people being served at two state schools and of employees of those schools about expected school closures. The two employee surveys explored attitudes about downsizing and closure, morale, and job satisfaction. In 1993, 803 employees at the Fort Worth State School (FW) replied, while 468 answered the 1994 survey. At the Travis State School (T), 800 employees responded in 1993 and 531 in 1994. The second survey was generally more positive for FW, but dissatisfaction with the planned closure was still apparent at both schools. The survey of family members, completed by 171 FW parents, family members, or guardians in 1993, and 136 in 1994, and by 234 T family members in 1993 survey, and 238 in 1994, indicated that closure processes were addressing the needs of families, and that perceptions were much more positive in the second year, when roughly half of the family members receiving treatment had relocated. In 1994, however, about 80% of families still felt that the schools should not close. Most respondents felt that quality of care had not suffered and that transfers had been arranged with dignity. (Contains 31 graphs.) (SLD)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED 393 934

STATE SCHOOL CLOSURE:

FORT WORTH AND TRAVIS

EMPLOYEE SURVEYS

1993 AND 1994

PARENT/FAMILY SURVEYS

1993 AND 1994

RESULTS

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☑ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
KEVIN KRAUSHAAR
TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

COMPILED BY

KEVIN KRAUSHAAR PH. D

AND

DELIA ELLIOTT M.A

SOUTHWEST INSTITUTE FOR DEVELOPMENTAL DISABILITIES ABILENE

ABILENE STATE SCHOOL
P.O. BOX 451
ABILENE, TX 79604-0451

TM 024 965

BEST COPY AVAILABLE

TABLE OF CONTENTS

SECTION I FORT WORTH AND TRAVIS STATE SCHOOLS EMPLOYEE SURVEYS

Executive Summary of Fort Worth and Travis State Schools Employee Survey.....1

Results of Fort Worth State School Surveys First and Second Surveys.....4

Fort Worth Regular Employees vs. Temporary Second Survey 13

Graphs of Morale and Work Environment Factors Fort Worth State School First and Second Surveys.....22

Results of Travis State School Surveys First and Second Surveys.....25

Travis Regular Employees vs. Temporary Second Survey.....34

Graphs of Morale and Work Environment Factors Travis State School First and Second Surveys.....43

SECTION II FORT WORTH AND TRAVIS STATE SCHOOL PARENT SURVEYS

Executive Summary Cover Letter.....46

Executive Summary Fort Worth and Travis Parent 1993 and 1994 Surveys.....47

Results Fort Worth Parent 1993 and 1994 Surveys.....49

Results Travis 1993 and 1994 Parent Surveys.....55

Graph of Positive Parent Responses.....61

EXECUTIVE SUMMARY
EMPLOYEE SURVEYS

FORT WORTH AND TRAVIS

STATE SCHOOLS

Executive Summary of the Second Employee Survey
Regarding Closure Activities at Fort Worth State School and Travis State School.

Background:

This survey was the second of two surveys that were administered to the campus employees of Fort Worth State School (FWSS) and Travis State School (TSS). The survey includes two main sections: (1) questions eliciting employees' thoughts, feelings, and perceptions about activities related to downsizing and closure,* including some specific questions about effects on them, as well as others; and (2) a standardized scale of questions designed to measure employee morale and job satisfaction. The first survey was administered in January, 1993 for FWSS and May of 1993 for TSS. This second administration was conducted in May and June of 1994 for both schools. Return rates were 85% at TSS and 91% at FWSS. An analysis of matched surveys from survey I and survey II indicates that the changes shown in the survey results reflect an actual shift in feelings or attitudes within employees rather than a change in the population.

Overview:

- The second survey of **FWSS** employees was **generally more positive** than the first with one area of exception, although the data shows there is still some dissatisfaction about the fact that closure is occurring.

- For **TSS** employees the results from the second survey were **about the same** as their responses to the first survey.

- Temporary employees have a more positive view of almost every question, possibly because they expected less coming into the job and they are younger.

In the Areas of Employee Morale and Job Satisfaction:

- The area of greatest satisfaction is the immediate supervisor.

- Job security & opportunity for advancement declined, as would be expected.

- Generally, the other factors were rather stable.

- Temporary employees have a higher level of job satisfaction.

Trends by Specific Issues:

1. Results indicate that employees are feeling somewhat better about information sharing at FWSS, about the same at TSS; although the results are not great at either location.

2. The same pattern is evident for treatment employees have received, as well as the sensitivity toward families and individuals. FWSS is modestly more positive on both issues; TSS results are about the same as the first survey.

3. There is evidence (52%) that **closure options** have encouraged employees to stay at FWSS, and that the options have been adequately explained. This trend is not so clear at TSS, probably because they are not as close to closure as FWSS.

   Some 55% (FWSS) and 53% (TSS) of regular employees disagreed that **windows** had been given to them in a fair and consistent way. Written comments and anecdotal evidence indicate that this feeling is present because windows are desirable to employees, but they can't choose a window when they want it; they have to wait until the facility administration determines that their position is no longer needed.

4. Employees reported that about one third had experienced one or more mandated reassignment(s), (33% at FWSS and 37% at TSS), of which smaller percentages involved shift changes, (20% at FWSS and 16% at TSS).

5. One area of intense interest and analysis was the series of questions regarding employees **perceptions about the quality of services being maintained.** In terms of the quality of services being maintained at the closure schools, the second survey at FWSS and both surveys at TSS were approximately the same, 44% - 48% positive. The result in the first survey at FWSS was 62% positive. Analysis determined that this score was inconsistent with the others because it was a result from January, 1993 before any significant downsizing had actually occurred at FWSS, whereas the first survey at TSS had occurred in May 1993. Therefore, while much planning for downsizing and closure had occurred at FWSS, there had been no intervening variable at that point to seemingly interfere with quality services.

   There has been much effort and focus on maintaining, and even improving, the quality of services at FWSS and TSS during closure. Although 44% and 48% of employees believe that the quality of services is being maintained, the committee examined why employees' perceptions about quality of services were not more positive. Several potential factors were offered:

   - Quality is a very subjective, perception based concept; and closure is a negative subject. Therefore, the changes that occur are not likely to be good for services. Comments written to these questions would indicate that some FWSS staff feel that morale is lower now, but the data does not reflect that.

   - An assumption is present that movement of individuals and staff (internally, as well as externally) must lead to inferior services, due to loss of direct knowledge. Caring staff tend to have a very territorial view of quality services; that no one else can do it as well, even another home at the same state school.

BEST COPY AVAILABLE

- Also, the roles of key staff in the organization change, which may make some processes less efficient.

- There is additional work for many staff, (work involved in preparation for transfers, changing roles and fulfilling training needs of staff, as well as individuals).

Although the survey indicates that employees at FWSS and TSS generally have a modest opinion of the quality of services, they still believe that the quality of services at their school is superior to that of the other state schools or homes in the community.

* [The word "downsizing" was added to many of the questions in Section A. of the second survey in conjunction with the word closure. It was felt that closure was the main issue in the first survey, and the implementation effects of downsizing was more of the focus for the second survey.]

BEST COPY AVAILABLE

EMPLOYEE SURVEY RESULTS

FORT WORTH STATE SCHOOL

FORT WORTH EMPLOYEE SURVEY RESULTS[1]

Strongly Disagree	(SD) = 1	Agree	(A) = 4
Disagree	(D) = 2	Strongly Agree	(SA) = 5
Neutral	(N) = 3	Don't Know	(DK) = 9

TOP = FORT WORTH 1st SURVEY N = 803 Regular Campus Employees
BOTTOM = FORT WORTH 2nd SURVEY N = 468 Regular Campus Employees

		SD	D	N	A	SA
A1.	Central Office has been honest in providing information about the closure/downsizing.	62%		19%	19%	
	N = 676 N = 394	44%		24%	32%	
A2.	My perception is that Central Office staff have given employees adequate information about the closure/downsizing.	59%		21%	20%	
	N = 710 N = 406	47%		22%	31%	
A3.	Central Office staff have quickly provided information about closure/downsizing issues.	61%		20%	19%	
	N = 711 N = 412	49%		27%	24%	
A4.	The closure/downsizing activities have been fair to employees' needs.	60%		21%	19%	
	N = 730 N = 436	54%		20%	26%	
A5.	The closure/downsizing activities have been sensitive to employees' needs.	59%		20%	21%	
	N = 748 N = 437	55%		22%	23%	
A6.	This facility administration has been honest in providing information about the closure/downsizing.	42%		24%	34%	
	N = 701 N = 420	39%		24%	37%	
A7.	In my view, local facility staff have given employees adequate information about the closure/downsizing.	45%		22%	33%	
	N = 720 N = 423	37%		25%	38%	
A8.	The local facility administration has quickly provided information about closure/ downsizing issues.	43%		25%	32%	
	N = 720 N = 427	41%		27%	32%	

[1] Regular Employees are campus employees hired before September, 1992. For purposes of analysis temporary employees were removed from the second survey.

BEST COPY AVAILABLE

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

		SD	D	N	A	SA
A9.	The closure/downsizing activities have been fair to the individuals' needs.	69%		15%	16%	
	N = 743 N = 429	62%		17%	21%	
A10.	The closure/downsizing activities have been sensitive to the individual's needs.	67%		16%	17%	
	N = 742 N = 433	59%		19%	22%	
A11.	The closure/downsizing activities have been fair to families' needs.	71%		17%	12%	
	N = 702 N = 405	55%		25%	20%	
A12.	The closure/downsizing activities have been sensitive to the families' needs.	67%		19%	14%	
	N = 699 N = 403	51%		26%	23%	
A13.	The promised closure options for employees have been adequately explained.	48%		19%	33%	
	N = 761 N = 445	34%		20%	46%	
A14.	The promised closure options for employees have encouraged me to stay at the State School for as long as my services are required.	31%		25%	44%	
	N = 751 N = 441	28%		20%	52%	
A15.	The window process for employees has been adequately explained to employees.	--		--	--	
	N = 0 N = 449	33%		17%	50%	
A16.	The window process for employees has encouraged me to stay at the State School for as long as my services are required.	--		--	--	
	N = 0 N = 441	31%		21%	48%	
A17.	I feel windows have been given to employees in a fair and consistent way.	--		--	--	
	N = 0 N = 417	55%		20%	25%	
A18.	I feel that windowed employees are providing the same quality of service as non-windowed employees.	--		--	--	
	N = 0 N = 410	40%		25%	35%	
A19.	I feel that there is stress between windowed and non-windowed employees.	--		--	--	
	N = 0 N = 404	30%		23%	47%	

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

		SD	D	N	A	SA
A20.	In my view, the quality of services to individuals living at this facility has been maintained.	23%		15%	62%	
	N = 762 N = 446	39%		17%	44%	
A21.	In my view, the quality of services to individuals being placed into community living arrangements has been maintained.	35%		28%	37%	
	N = 647 N = 366	41%		27%	32%	
A22.	In my view, the quality of services to individuals transferred to other state schools has been maintained.	—		—	—	
	N = 0 N = 363	38%		28%	34%	
A23.	In my view, community based providers have been well prepared to provide needed services before placement of individuals.	51%		24%	25%	
	N = 611 N = 359	45%		25%	30%	
A24.	I feel that receiving state schools have been well prepared to provide needed services before transfer of individuals.	—		—	—	
	N = 0 N = 365	36%		28%	36%	
A25.	I feel employees have been given honest, adequate, and timely information about their window or on campus reassignment.	—		—	—	
	N = 0 N = 398	43%		23%	34%	
A26.	I have experienced personal and/or work related hardships created by reassignments that involve shift changes.	—		—	—	
	N = 0 N = 405	38%		32%	30%	

PART B

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

On my current job, this is how I feel about. . . .

B1. The amount of money I make in terms of the type of work I do.

1	2	3	4	5	6	7
49%		43%			8%	
47%		42%			11%	

N = 789 N = 460

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B2. The policies and rules.

1	2	3	4	5	6	7
28%		64%			8%	
23%		66%			11%	

N = 787 N = 459

B3. The general surroundings in which I work.

1	2	3	4	5	6	7
12%		65%			23%	
14%		61%			25%	

N = 788 N = 458

B4. The way that people get along with each other on the job.

1	2	3	4	5	6	7
21%		58%			21%	
24%		56%			20%	

N = 787 N = 456

B5. The degree of "challenge" I find in my job itself.

1	2	3	4	5	6	7
18%		58%			24%	
18%		58%			24%	

N = 779 N = 458

B6. The appreciation I am shown for the work I do.

1	2	3	4	5	6	7
35%		45%			20%	
40%		45%			15%	

N = 790 N = 456

B7. The opportunities I have for growth and self-improvement within the organization.

1	2	3	4	5	6	7
43%		45%			12%	
50%		39%			11%	

N = 790 N = 457

B8. The opportunities I have for advancement.

1	2	3	4	5	6	7
50%		40%			10%	
59%		33%			8%	

N = 789 N = 457

B9. The amount of job security I have.

1	2	3	4	5	6	7
48%		42%			10%	
54%		38%			8%	

N = 787 N = 456

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B10. The recognition I receive for my efforts on the job.

1	2	3	4	5	6	7
36%		51%			13%	
42%		47%			11%	

N = 786 N = 458

B11. The overall quality of my work environment.

1	2	3	4	5	6	7
13%		67%			20%	
14%		68%			18%	

N = 781 N = 455

B12. The sense of accomplishment I derive from my work.

1	2	3	4	5	6	7
11%		56%			33%	
13%		59%			28%	

N = 781 N = 454

B13. The general way in which I am treated by my immediate supervisor.

1	2	3	4	5	6	7
14%		41%			45%	
13%		45%			42%	

N = 777 N = 452

B14. The opportunity I have for creativity and self-expression in my job.

1	2	3	4	5	6	7
21%		48%			31%	
20%		52%			28%	

N = 782 N = 453

B15. The sense of achievement or contribution I receive from my work.

1	2	3	4	5	6	7
14%		55%			31%	
16%		57%			27%	

N = 785 N = 454

B16. The stability of my employment.

1	2	3	4	5	6	7
38%		44%			18%	
49%		41%			10%	

N = 782 N = 457

B17. The actual duties and tasks in my work.

1	2	3	4	5	6	7
12%		61%			27%	
17%		59%			24%	

N = 783 N = 456

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B18. The sense of importance I get from my job.

1	2	3	4	5	6	7
17%		51%			32%	
21%		53%			26%	

N = 786 N = 454

B19. The way in which the policies and rules are administered.

1	2	3	4	5	6	7
35%		51%			14%	
38%		53%			9%	

N = 786 N = 455

B20. My salary in terms of similar jobs in this geographic area.

1	2	3	4	5	6	7
42%		48%			10%	
42%		47%			11%	

N = 786 N = 454

B21. The way in which people generally treat each other on my unit or work area.

1	2	3	4	5	6	7
18%		57%			25%	
20%		55%			25%	

N = 786 N = 454

B22. The help and support I receive from my immediate supervisor.

1	2	3	4	5	6	7
16%		44%			40%	
16%		46%			38%	

N = 785 N = 450

B23. The opportunities I have for promotion to more responsible jobs.

1	2	3	4	5	6	7
44%		44%			12%	
54%		37%			9%	

N = 782 N = 453

B24. The amount of responsibility I am given in my job.

1	2	3	4	5	6	7
15%		56%			29%	
15%		60%			25%	

N = 784 N = 452

FWSS TOP = 1st Survey BOTTOM = 2nd Survey
Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B25. Working at the facility prior to the closure announcement.

1	2	3	4	5	6	7
17%		56%			27%	
15%		50%			35%	

N = 777 N = 435

B26. Working at the facility now.

1	2	3	4	5	6	7
21%		59%			20%	
26%		60%			14%	

N = 783 N = 450

B27. The amount of job security I will have after I transfer to another facility.

1	2	3	4	5	6	7
64%		31%			5%	

N = 0 N = 405

PART C.

C1. I am employed at:	1st (Survey)	%	2nd (Survey)	%
STATE SCHOOL CAMPUS	767	100%	564	100%
STATE SCHOOL COMMUNITY SERVICES	(197)	0%	0	0%
Not Answered	(36)	0%	(14)	0%
Total	1000	100% (N= 767)	578	100% (N=564)
WINDOWED			37	8%
TEMPORARY			(110)	0%
Regular	964	100%	413	92%
Not Answered	(36)	—	(18)	0%
Total	1000	100% (N=767)	578	100% (N=450)

	1st	%	2nd	%
(1) Under 6 months	0		5	1%
(2) 6 months to 1 year	136	17%	12	3%
(3) 1-2 years	200	26%	38	8%
(4) 2-3 years			77	17%
(5) 3-5 years	225	29%	92	20%
(6) 5-14 years	165	21%	184	41%
(7) Over 14 years	53	7%	46	10%
Not Answered	(24)	0%	(14)	0%
Total	803	100% (N = 779)	468	100% (N = 454)

C2. My Age is:	1st	%	2nd	%	
(1) Under 20 years	6	1%	2	1%	
(2) 20-29 years	296	38%	117	26%	
(3) 30-39 years	230	30%	145	32%	
(4) 40-49 years	162	21%	129	29%	
(5) 50 years or over	82	10%	56	12%	
Not answered	(27)	0%	(19)	0%	
Total	803	100% (N = 776)	468	100%	(N= 449)

C2A. I work the...shift (not asked in first survey)

(1) 8:00 am- 5:00pm	206	54%	
(2) 6:00 am- 2:00pm	89	23%	
(3) 2:00 pm- 10:00pm	45	12%	
(4) 10:00pm- 6:00am	35	9%	
(5) Other	6	2%	
Not Answered	(87)	0%	
Total	468	100%	(N = 381)

C3. I have had (check below) number of mandated reassignments.(not asked in first survey)	2nd	%	
(1) None	298	66%	
(2) 1-2	96	21%	
(3) 2-4	35	8%	
(4) 4-6	10	2%	
(5) 6-8	3	1%	
(6) 8-10	9	2%	
Not Answered	(17)	0%	
Total	468	100%	(N = 451)

C4. I have had (check below) number of mandated reassignments that involve shift changes.(not asked in first survey)

(1) None	318	77%	
(2) 1-2	67	16%	
(3) 2-4	15	4%	
(4) 4-6	5	1%	
(5) 6-8	1	1%	
(6) 8-10	4	1%	
Not Aswered	(58)	0%	
Total	468	100%	(N = 410)

BEST COPY AVAILABLE

Please place a CHECKMARK by your job group.	1st (Survey)	%	2nd (Survey)	%
1.0 Administration (Department Heads, Unit Directors, Human Resource Development, Human Resource Services, Quality Assurance, Home Director)	52	7%	44	10%
2.0 Supervisors	82	10%	55	12%
3.0 Medical (Physicians)	4	1%	3	1%
4.0 Therapists (O/T, P/T, Speech, Recreation, Child Development)	42	5%	33	7%
5.0 Nurses (RN's, LVN's)	56	7%	45	10%
6.0 General Professionals (Social Work, QMRP, Psych, Teachers Aide, Case Manag., Dental)	58	7%	46	10%
7.0 Direct Contact (Dorm Staff, Group Home, Trainers, Service Asst., Techs.)	301	39%	134	29%
8.0 Clerical Support	50	6%	25	5%
9.0 Support services (Food, Grounds, Maintenance, Supply, Clothing, Laundry, Housekeeping)	137	18%	71	16%
Not Answered	(21)	0%	(12)	0%
Total	803	100%	468	100%
	(N = 782)		(N = 456)	

FORT WORTH EMPLOYEE SURVEY RESULTS[2]

Strongly Disagree	(SD) = 1	Agree	(A) = 4
Disagree	(D) = 2	Strongly Agree	(SA) = 5
Neutral	(N) = 3	Don't Know	(DK) = 9

TOP = FORT WORTH 2nd SURVEY N = 110 Temporary Only
BOTTOM = FORT WORTH 2nd SURVEY N = 468 Regular and Windowed

		SD	D	N	A	SA
A1.	Central Office has been honest in providing information about the closure/downsizing.	28%		25%	47%	
	N = 89 N = 394	44%		24%	32%	
A2.	My perception is that Central Office staff have given employees adequate information about the closure/downsizing.	29%		30%	41%	
	N = 94 N = 406	47%		22%	31%	
A3.	Central Office staff have quickly provided information about closure/downsizing issues.	32%		29%	39%	
	N = 92 N = 412	49%		27%	24%	
A4.	The closure/downsizing activities have been fair to employees' needs.	48%		24%	28%	
	N = 95 N = 436	54%		20%	26%	
A5.	The closure/downsizing activities have been sensitive to employees' needs.	44%		30%	26%	
	N = 95 N = 437	55%		22%	23%	
A6.	This facility administration has been honest in providing information about the closure/downsizing.	19%		33%	48%	
	N = 90 N = 420	39%		24%	37%	
A7.	In my view, local facility staff have given employees adequate information about the closure/downsizing.	22%		28%	50%	
	N = 95 N = 423	37%		25%	38%	
A8.	The local facility administration has quickly provided information about closure/ downsizing issues. N = 98 N = 427	27%		29%	44%	
		41%		27%	32%	

[2] Regular Employees are campus employees hired before September, 1992; Temporary Employees are employees hired after September, 1992.

FWSS	TOP = Temp. BOTTOM = Reg.	SD	D	N	A	SA
A9.	The closure/downsizing activities have been fair to the individuals' needs.	47%		24%	29%	
	N = 96 N = 429	62%		17%	21%	
A10.	The closure/downsizing activities have been sensitive to the individual's needs.	46%		28%	26%	
	N = 97 N = 433	59%		19%	22%	
A11.	The closure/downsizing activities have been fair to families' needs.	40%		37%	23%	
	N = 87 N = 405	55%		25%	20%	
A12.	The closure/downsizing activities have been sensitive to the families' needs.	31%		46%	23%	
	N = 83 N = 403	51%		26%	23%	
A13.	The promised closure options for employees have been adequately explained.	31%		22%	47%	
	N = 99 N = 445	34%		20%	46%	
A14.	The promised closure options for employees have encouraged me to stay at the State School for as long as my services are required.	33%		29%	38%	
	N = 95 N = 441	28%		20%	52%	
A15.	The window process for employees has been adequately explained to employees.	30%		22%	48%	
	N = 87 N = 449	33%		17%	50%	
A16.	The window process for employees has encouraged me to stay at the State School for as long as my services are required.	34%		35%	31%	
	N = 86 N = 441	31%		21%	48%	
A17.	I feel windows have been given to employees in a fair and consistent way.	42%		31%	27%	
	N = 86 N = 417	55%		20%	25%	
A18.	I feel that windowed employees are providing the same quality of service as non-windowed employees.	36%		33%	31%	
	N = 92 N = 410	40%		25%	35%	
A19.	I feel that there is stress between windowed and non-windowed employees.	25%		30%	45%	
	N = 96 N = 404	30%		23%	47%	

BEST COPY AVAILABLE

FWSS	TOP = Temp. BOTTOM = Reg.	SD	D	N	A	SA
A20.	In my view, the quality of services to individuals living at this facility has been maintained.	26%		27%	47%	
	N = 105 N = 446	39%		17%	44%	
A21.	In my view, the quality of services to individuals being placed into community living arrangements has been maintained.	32%		24%	44%	
	N = 82 N = 366	41%		27%	32%	
A22.	In my view, the quality of services to individuals transferred to other state schools has been maintained.	28%		32%	40%	
	N = 79 N = 363	38%		28%	34%	
A23.	In my view, community based providers have been well prepared to provide needed services before placement of individuals.	30%		37%	33%	
	N = 73 N = 359	45%		25%	30%	
A24.	I feel that receiving state schools have been well prepared to provide needed services before transfer of individuals.	24%		37%	39%	
	N = 78 N = 365	36%		28%	36%	
A25.	I feel employees have been given honest, adequate, and timely information about their window or on campus reassignment.	31%		33%	36%	
	N = 86 N = 398	43%		23%	34%	
A26.	I have experienced personal and/or work related hardships created by reassignments that involve shift changes.	37%		39%	24%	
	N = 92 N = 405	38%		32%	30%	

PART B

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

On my current job, this is how I feel about. . . .

B1. The amount of money I make in terms of the type of work I do.

1	2	3	4	5	6	7
---32% ----	----------	61%	----------	----------	7%	----------
---47% ----	----------	42%	----------	----------	11%	----------

N = 108 N = 460

FWSS **TOP = Temp.** **BOTTOM = Reg.**

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B2. The policies and rules.

1	2	3	4	5	6	7
20%		72%			8%	
23%		66%			11%	

N = 106 N = 459

B3. The general surroundings in which I work.

1	2	3	4	5	6	7
7%		64%			29%	
14%		61%			25%	

N = 107 N = 458

B4. The way that people get along with each other on the job.

1	2	3	4	5	6	7
19%		51%			30%	
24%		56%			20%	

N = 108 N = 456

B5. The degree of "challenge" I find in my job itself.

1	2	3	4	5	6	7
11%		62%			27%	
18%		58%			24%	

N = 106 N = 458

B6. The appreciation I am shown for the work I do.

1	2	3	4	5	6	7
35%		43%			22%	
40%		45%			15%	

N = 108 N = 456

B7. The opportunities I have for growth and self-improvement within the organization.

1	2	3	4	5	6	7
39%		49%			12%	
50%		39%			11%	

N = 108 N = 457

B8. The opportunities I have for advancement.

1	2	3	4	5	6	7
52%		41%			7%	
59%		33%			8%	

N = 108 N = 457

B9. The amount of job security I have.

1	2	3	4	5	6	7
60%		34%			6%	
54%		38%			8%	

FWSS N = 108 N = 456

FWSS **TOP = Temp.** **BOTTOM = Reg.**

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B10. The recognition I receive for my efforts on the job.

1	2	3	4	5	6	7
35%		47%			18%	
42%		47%			11%	

N = 109 N = 458

B11. The overall quality of my work environment.

1	2	3	4	5	6	7
6%		65%			29%	
14%		68%			18%	

N = 109 N = 455

B12. The sense of accomplishment I derive from my work.

1	2	3	4	5	6	7
13%		52%			35%	
13%		59%			28%	

N = 109 N = 454

B13. The general way in which I am treated by my immediate supervisor.

1	2	3	4	5	6	7
16%		43%			41%	
13%		45%			42%	

N = 108 N = 452

B14. The opportunity I have for creativity and self-expression in my job.

1	2	3	4	5	6	7
15%		55%			30%	
20%		52%			28%	

N = 108 N = 453

B15. The sense of achievement or contribution I receive from my work.

1	2	3	4	5	6	7
9%		57%			34%	
16%		57%			27%	

N = 107 N = 454

B16. The stability of my employment.

1	2	3	4	5	6	7
48%		45%			7%	
49%		41%			10%	

N = 109 N = 457

B17. The actual duties and tasks in my work.

1	2	3	4	5	6	7
12%		57%			31%	
17%		59%			24%	

N = 109 N = 456

FWSS **TOP = Temp. BOTTOM = Reg.**
Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B18. The sense of importance I get from my job.

1	2	3	4	5	6	7
8%		52%			40%	
21%		53%			26%	

N = 109 N = 454

B19. The way in which the policies and rules are administered.

1	2	3	4	5	6	7
24%		57%			19%	
38%		53%			9%	

N = 108 N = 455

B20. My salary in terms of similar jobs in this geographic area.

1	2	3	4	5	6	7
21%		62%			17%	
42%		47%			11%	

N = 107 N = 454

B21. The way in which people generally treat each other on my unit or work area.

1	2	3	4	5	6	7
16%		53%			31%	
20%		55%			25%	

N = 109 N = 454

B22. The help and support I receive from my immediate supervisor.

1	2	3	4	5	6	7
21%		36%			43%	
16%		46%			38%	

N = 109 N = 450

B23. The opportunities I have for promotion to more responsible jobs.

1	2	3	4	5	6	7
38%		48%			14%	
54%		37%			9%	

N = 107 N = 453

B24. The amount of responsibility I am given in my job.

1	2	3	4	5	6	7
11%		56%			33%	
15%		60%			25%	

N = 109 N = 452

FWSS **TOP = Temp.** **BOTTOM = Reg.**
Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B25. Working at the facility prior to the closure announcement.

1	2	3	4	5	6	7
19%		59%			22%	
15%		50%			35%	

N = 95 N = 435

B26. Working at the facility now.

1	2	3	4	5	6	7
16%		65%			19%	
26%		60%			14%	

N = 108 N = 450

B27. The amount of job security I will have after I transfer to another facility.

1	2	3	4	5	6	7
49%		46%			5%	
64%		31%			5%	

N = 96 N = 405

PART C.

C1. I am employed at:

STATE SCHOOL CAMPUS	564	100%
STATE SCHOOL COMMUNITY SERVICES	0	0%
Not Answered	(14)	0%
Total	578	100% (N = 564)

WINDOWED	37	7%
TEMPORARY	110	20%
REGULAR	413	73%
Not Answered	(18)	0%
Total	578	100% (N = 560)

	Reg.		Temp.	
(1) Under 6 months	5	1%	42	40%
(2) 6 months to 1 year	12	3%	40	38%
(3) 1-2 years	38	8%	22	20%
(4) 2-3 years	77	17%	2	2%
(5) 3-5 years	92	20%	0	0%
(6) 5-14 years	184	41%	0	0%
(7) Over 14 years	46	10%	0	0%
Not Answered	(14)	0%	(4)	0%
Total	468	100%	110	100%
	(N = 454)		(N = 106)	

C2. My Age is:

	Reg.		Temp.	
(1) Under 20 years	2	1%	11	10%
(2) 20-29 years	117	26%	56	51%
(3) 30-39 years	145	32%	23	21%
(4) 40-49 years	129	29%	14	13%
(5) 50 years or over	56	12%	5	5%
Not Answered	(19)	0%	(1)	0%
Total	468	100%	110	100% (N=109)
	(N = 449)			

C2A. I work the...shift (not asked in first survey)

	Reg.		Temp.	
(1) 8:00 am- 5:00pm	206	54%	15	16%
(2) 6:00 am- 2:00pm	89	23%	19	21%
(3) 2:00 pm- 10:00pm	45	12%	44	48%
(4) 10:00pm- 6:00am	35	9%	13	14%
(5) Other	6	2%	1	1%
Not Answered	(87)	0%	(18)	0%
Total	468	100%	110	100%
	(N = 381)			(N = 92)

C3. I have had (check below) number of mandated reassignments.(not asked in first survey)

	Reg.		Temp.	
(1) None	298	66%	79	72%
(2) 1-2	96	21%	22	20%
(3) 2-4	35	8%	6	6%
(4) 4-6	10	2%	2	2%
(5) 6-8	3	1%	0	0%
(6) 8-10	9	2%	0	0%
Not Answered	(17)	0%	(1)	0%
Total	468	100%	110	100%
	(N = 451)			(N = 109)

C4. I have had (check below) number of mandated reassignments that involve shift changes.(not asked in first survey)

	Reg.		Temp.	
(1) None	318	77%	88	81%
(2) 1-2	67	16%	17	15%
(3) 2-4	15	4%	3	3%
(4) 4-6	5	1%	1	1%
(5) 6-8	1	1%	0	0%
(6) 8-10	4	1%	0	0%
Not Answered	(58)	0%	(1)	0%
Total	468	100%	110	100%
	(N = 410)			(N = 109)

Please place a CHECKMARK by your job group.

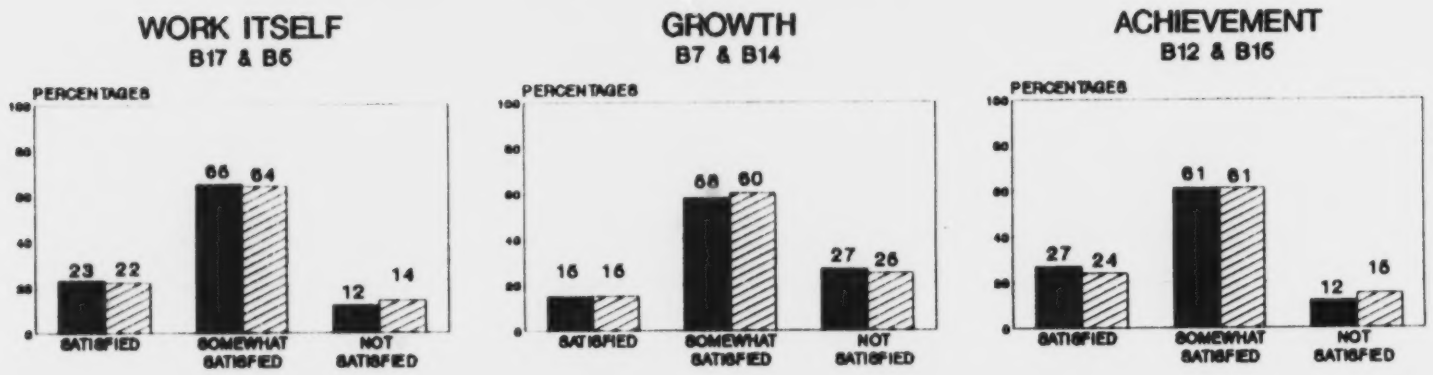
	Reg.		TEMP.	
1.0 Administration (Department Heads, Unit Directors, Human Resource Development, Human Resource Services, Quality Assurance, Home Director)	44	10%	2	2%
2.0 Supervisors	55	12%	3	2%
3.0 Medical (Physicians)	3	1%	1	1%
4.0 Therapists (O/T, P/T, Speech, Recreation, Child Development)	33	7%	2	2%
5.0 Nurses (RN's, LVN's)	45	10%	1	1%
6.0 General Professionals (Social Work, QMRP, Psych, Teachers Aide, Case Manag., Dental)	46	10%	2	2%
7.0 Direct Contact (Dorm Staff, Group Home, Trainers, Service Asst., Techs.)	134	29%	84	76%
8.0 Clerical Support	25	5%	5	5%
9.0 Support services (Food, Grounds, Maintenance, Supply, Clothing, Laundry, Housekeeping)	71	16%	10	9%
Not Answered	(12)	0%	(0)	0%
Total	468	100%	110	100%
	(N = 456)			

GRAPHS OF MORALE
AND
WORK ENVIRONMENT FACTORS

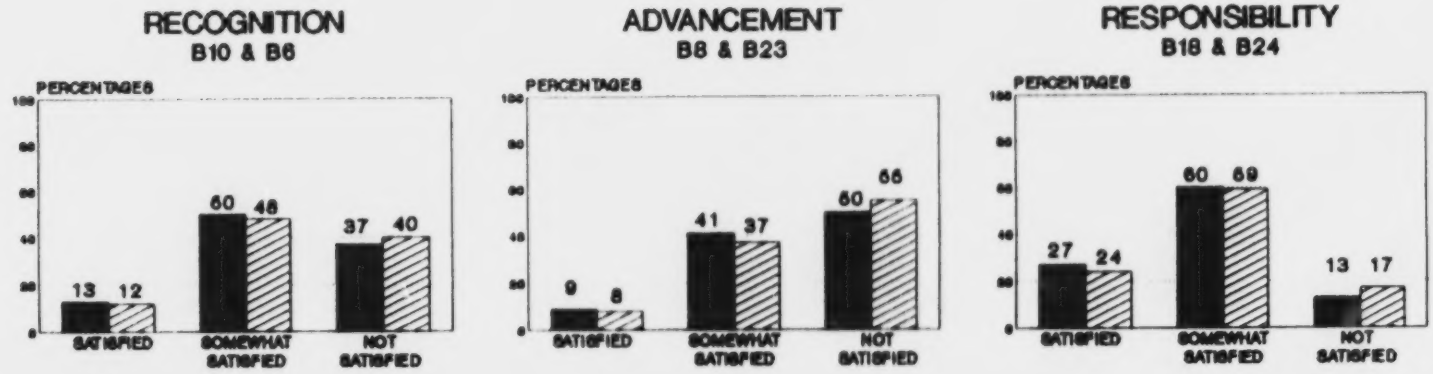
FORT WORTH STATE SCHOOL

EMPLOYEE SURVEY

FORT WORTH MORALE



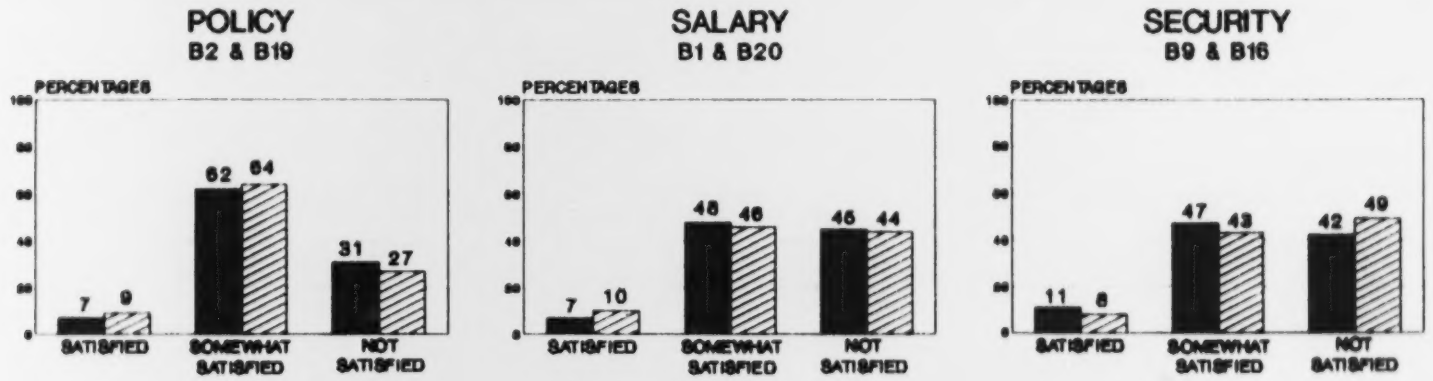
SURVEY I ▬ SURVEY II ▨



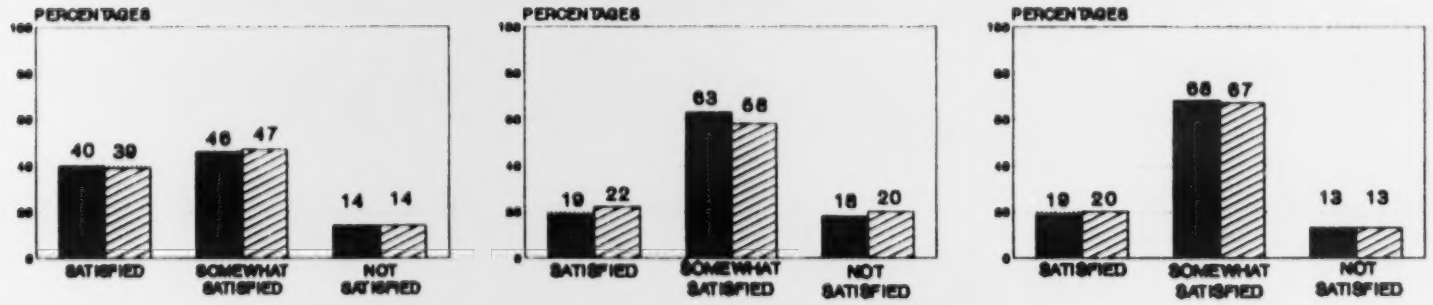
SURVEY I N = 803, SURVEY II N = 468

BEST COPY AVAILABLE

FORT WORTH WORK ENVIRONMENT



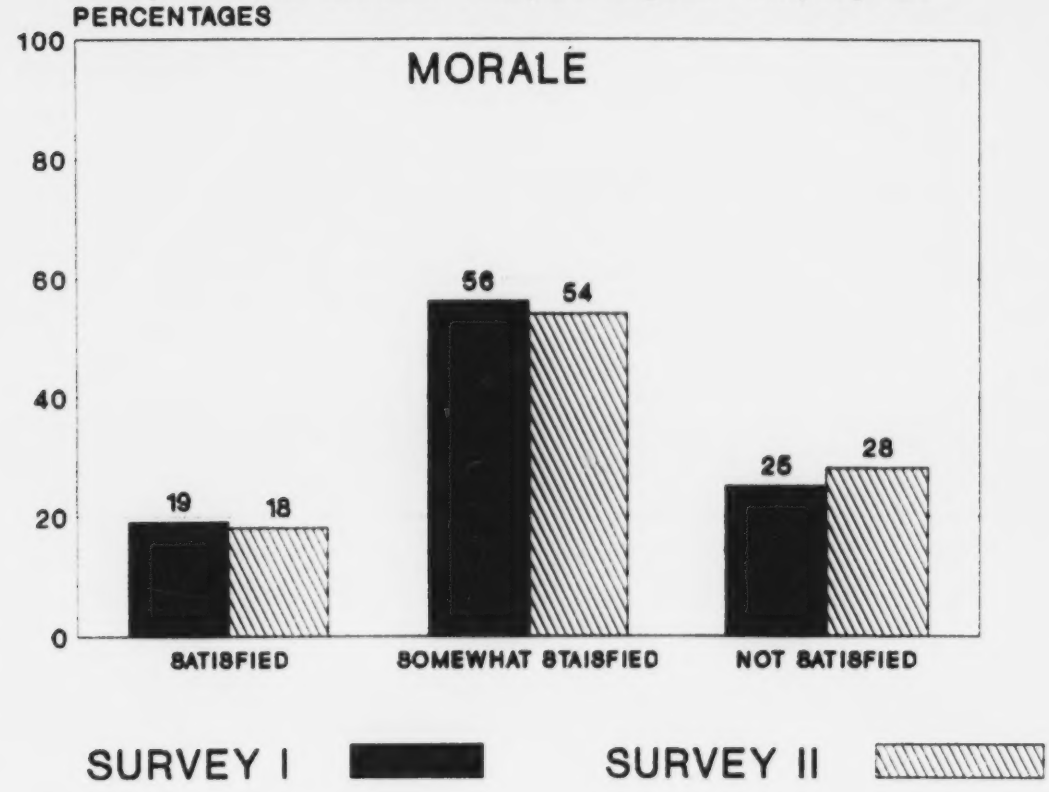
SURVEY I ▬ SURVEY II ▨

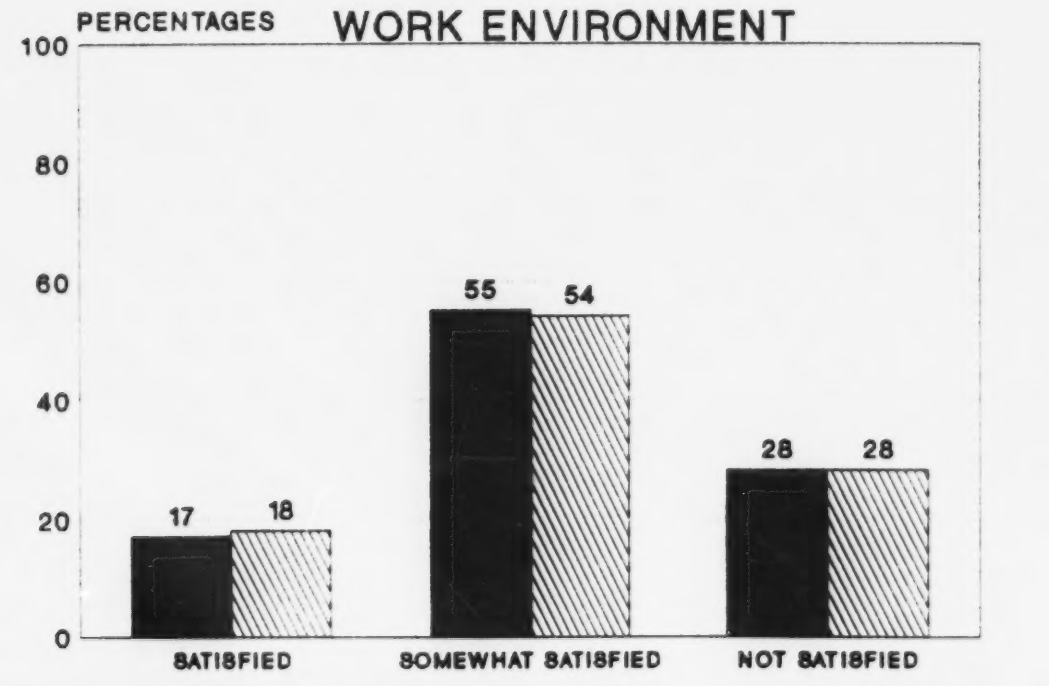


SURVEY I N = 803, SURVEY II N = 468

FORT WORTH

Comparisons across campus regular employees





SURVEY I N = 803, SURVEY II N = 468

EMPLOYEE SURVEY RESULTS

TRAVIS STATE SCHOOL

TRAVIS EMPLOYEE SURVEY RESULTS[3]

Strongly Disagree	(SD) = 1	Agree	(A) = 4
Disagree	(D) = 2	Strongly Agree	(SA) = 5
Neutral	(N) = 3	Don't Know	(DK) = 9

TOP = TRAVIS 1st SURVEY Regular Campus Employees N = 800
BOTTOM = TRAVIS 2nd SURVEY Regular Campus Employees N = 531

		SD	D	N	A	SA
A1.	Central Office has been honest in providing information about the closure/downsizing.	66%		17%		17%
	N = 691 N = 390	60%		18%		22%
A2.	My perception is that Central Office staff have given employees adequate information about the closure/downsizing.	64%		17%		19%
	N = 698 N = 393	60%		18%		22%
A3.	Central Office staff have quickly provided information about closure/downsizing issues.	65%		17%		18%
	N = 703 N = 392	58%		22%		20%
A4.	The closure/downsizing activities have been fair to employees' needs.	68%		16%		16%
	N = 718 N = 412	60%		20%		20%
A5.	The closure/downsizing activities have been sensitive to employees' needs.	65%		17%		18%
	N = 714 N = 409	62%		18%		20%
A6.	This facility administration has been honest in providing information about the closure/downsizing.	57%		17%		26%
	N = 706 N = 402	57%		19%		24%
A7.	In my view, local facility staff have given employees adequate information about the closure/downsizing.	55%		19%		26%
	N = 707 N = 402	54%		22%		24%
A8.	The local facility administration has quickly provided information about closure/ downsizing issues.	54%		20%		26%
	N = 706 N = 397	57%		21%		22%

[3]**Regular Employees are campus employees hired before September, 1992. For purposes of analysis community and temporary campus employees were removed.**

TSS TOP = 1st BOTTOM = 2nd		SD	D	N	A	SA
A9.	The closure/downsizing activities have been fair to the individuals' needs.	65%		17%	18%	
	N = 704 N = 397	61%		21%	18%	
A10.	The closure/downsizing activities have been sensitive to the individual's needs.	64%		18%	18%	
	N = 694 N = 397	63%		19%	18%	
A11.	The closure/downsizing activities have been fair to families' needs.	58%		22%	20%	
	N = 658 N = 358	56%		22%	22%	
A12.	The closure/downsizing activities have been sensitive to the families' needs.	55%		24%	21%	
	N = 649 N = 358	55%		23%	22%	
A13.	The promised closure options for employees have been adequately explained.	50%		18%	32%	
	N = 715 N = 405	44%		19%	37%	
A14.	The promised closure options for employees have encouraged me to stay at the State School for as long as my services are required.	37%		20%	43%	
	N = 721 N = 411	35%		18%	47%	
A15.	The window process for employees has been adequately explained to employees.	--		--	--	
	N = 0 N = 419	39%		17%	44%	
A16.	The window process for employees has encouraged me to stay at the State School for as long as my services are required.	--		--	--	
	N = 0 N = 406	37%		22%	41%	
A17.	I feel windows have been given to employees in a fair and consistent way.	--		---	--	
	N = 0 N = 391	53%		17%	30%	
A18.	I feel that windowed employees are providing the same quality of service as non-windowed employees.	---		---	---	
	N = 0 N = 387	47%		20%	33%	
A19.	I feel that there is stress between windowed and non-windowed employees.	---		---	---	
	N = 0 N = 391	34%		19%	47%	

BEST COPY AVAILABLE

TSS TOP = 1st BOTTOM = 2nd	SD	D	N	A	SA
A20. In my view, the quality of services to individuals living at this facility has been maintained.	34%		18%	48%	
N = 714 N = 392	37%		18%	45%	
A21. In my view, the quality of services to individuals being placed into community living arrangements has been maintained.	38%		30%	32%	
N = 608 N = 322	31%		27%	42%	
A22. In my view, the quality of services to individuals transferred to other state schools has been maintained.	---		---	---	
N = 0 N = 303	22%		28%	50%	
A23. In my view, community based providers have been well prepared to provide needed services before placement of individuals.	45%		28%	27%	
N = 577 N = 296	38%		30%	32%	
A24. I feel that receiving state schools have been well prepared to provide needed services before transfer of individuals.	---		---	---	
N = 0 N = 294	27%		30%	43%	
A25. I feel employees have been given honest, adequate, and timely information about their window or on campus reassignment.	---		---	---	
N = 0 N = 376	51%		20%	29%	
A26. I have experienced personal and/or work related hardships created by reassignments that involve shift changes.	---		---	---	
N = 0 N = 369	37%		30%	33%	

PART B **Top = First Survey Bottom = Second Survey**
Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

On my current job, this is how I feel about. . . .

B1. The amount of money I make in terms of the type of work I do.

1	2	3	4	5	6	7
---56% ----	----------	40%	----------	----------	4%	----------
---55% ----	----------	40%	----------	----------	5%	----------

N = 759 N = 433

TSS TOP = 1st BOTTOM = 2nd

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B2. The policies and rules.

1	2	3	4	5	6	7
----31%---	----------	62%	----------	----------	7%----------	
----35%---	----------	59%	----------	----------	6%----------	

N = 754 N = 435

B3. The general surroundings in which I work.

1	2	3	4	5	6	7
----15%---	----------	64%----------		----------	21%----------	
----19%---	----------	68%----------		----------	13%----------	

N = 751 N = 428

B4. The way that people get along with each other on the job.

1	2	3	4	5	6	7
----26%---	----------	56%----------		----------	18%----------	
----28%---	----------	60%----------		----------	12%----------	

N = 756 N = 431

B5. The degree of "challenge" I find in my job itself.

1	2	3	4	5	6	7
----19%---	----------	57%----------		----------	24%----------	
----23%---	----------	60%----------		----------	17%----------	

N = 746 N = 432

B6. The appreciation I am shown for the work I do.

1	2	3	4	5	6	7
----39%---	----------	45%----------		----------	16%----------	
----42%---	----------	48%----------		----------	10%----------	

N = 754 N = 432

B7. The opportunities I have for growth and self-improvement within the organization.

1	2	3	4	5	6	7
----47%----	----------	42%----------		----------	11%----------	
----55%----	----------	41%----------		----------	04%----------	

N = 754 N = 433

B8. The opportunities I have for advancement.

1	2	3	4	5	6	7
----54%----	----------	38%----------		----------	8%----------	
----63%----	----------	34%----------		----------	3%----------	

N = 756 N = 431

B9. The amount of job security I have.

1	2	3	4	5	6	7
----47%---	----------	42%----------		----------	11%----------	
----49%---	----------	43%----------		----------	8%----------	

N = 757 N = 429

TOP = 1st BOTTOM = 2nd

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B10. The recognition I receive for my efforts on the job.

1	2	3	4	5	6	7
40%		49%			11%	
44%		50%			6%	

N = 751 N = 426

B11. The overall quality of my work environment.

1	2	3	4	5	6	7
13%		70%			17%	
22%		69%			9%	

N = 747 N = 426

B12. The sense of accomplishment I derive from my work.

1	2	3	4	5	6	7
13%		60%			27%	
19%		63%			18%	

N = 744 N = 422

B13. The general way in which I am treated by my immediate supervisor.

1	2	3	4	5	6	7
15%		46%			39%	
21%		50%			29%	

N = 748 N = 423

B14. The opportunity I have for creativity and self-expression in my job.

1	2	3	4	5	6	7
20%		54%			26%	
27%		55%			18%	

N = 747 N = 424

B15. The sense of achievement or contribution I receive from my work.

1	2	3	4	5	6	7
17%		57%			26%	
23%		59%			18%	

N = 749 N = 423

B16. The stability of my employment.

1	2	3	4	5	6	7
39%		47%			14%	
40%		50%			10%	

N = 752 N = 425

B17. The actual duties and tasks in my work.

1	2	3	4	5	6	7
13%		60%			27%	
16%		66%			18%	

N = 747 N = 426

TSS TOP = 1st BOTTOM = 2nd

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B18. The sense of importance I get from my job.

1	2	3	4	5	6	7
17%		55%			28%	
21%		58%			21%	

N = 747 N = 427

B19. The way in which the policies and rules are administered.

1	2	3	4	5	6	7
41%		48%			11%	
46%		47%			7%	

N = 750 N = 425

B20. My salary in terms of similar jobs in this geographic area.

1	2	3	4	5	6	7
49%		44%			7%	
52%		45%			3%	

N = 749 N = 430

B21. The way in which people generally treat each other on my unit or work area.

1	2	3	4	5	6	7
24%		54%			22%	
30%		56%			14%	

N = 755 N = 429

B22. The help and support I receive from my immediate supervisor.

1	2	3	4	5	6	7
16%		48%			36%	
23%		49%			28%	

N = 747 N = 425

B23. The opportunities I have for promotion to more responsible jobs.

1	2	3	4	5	6	7
49%		42%			9%	
58%		37%			5%	

N = 744 N = 423

B24. The amount of responsibility I am given in my job.

1	2	3	4	5	6	7
15%		57%			28%	
18%		63%			19%	

N = 751 N = 424

TSS TOP = 1st BOTTOM = 2nd

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B25. Working at the facility prior to the closure announcement.

1	2	3	4	5	6	7
19%		56%			25%	
21%		55%			24%	

N = 735 N = 423

B26. Working at the facility now.

1	2	3	4	5	6	7
26%		57%			17%	
34%		58%			8%	

N = 752 N = 428

B27. The amount of job security I will have after I transfer to another facility.

1	2	3	4	5	6	7
65%		30%			5%	

N = 0 N = 407

PART C.

C1. I am employed at:

	1st (Survey)	%	2nd (Survey)	%
STATE SCHOOL CAMPUS	718	100%	450	100%
STATE SCHOOL COMMUNITY SERVICES	(251)	0%	(213)	0%
Not Answered	(82)	0%	(129)	0%
Total	1051	100%	792	100%
	(N = 718)			(N = 450)

WINDOWED	23	3%
TEMPORARY (48 Campus and 4 Community)	52	8%
REGULAR CAMPUS	383	58%
REGULAR COMMUNITY	203	31%
Not Answered (125 Campus & 6 Community)	(131)	0%
Total	792	100% (N = 661)

	1st	%	2nd	%
(1) Under 6 months	0	0	3	1%
(2) 6 months to 1 year	92	12%	5	1%
(3) 1-2 years	126	17%	24	6%
(4) 2-3 years			33	8%
(5) 3-5 years	152	21%	53	13%
(6) 6-14 years	203	27%	171	41%
(7) Over 15 years	168	23%	129	30%
(0) Not Answered	(59)	0%	(113)	0%
Total	800	100%	531[4]	100% (N = 418)
	(N = 741)			

[4] 531 = 792 minus 213 community and 48 campus temporary employees.

C2. My Age is:	1st	%	2nd	%
(1) Under 20 years	7	1%	4	1%
(2) 20-29 years	173	23%	56	14%
(3) 30-39 years	211	29%	117	28%
(4) 40-49 years	176	24%	114	28%
(5) 50 years or over	165	23%	121	29%
(0) Not Answered	(68)	0%	(119)	0%
Total	800	100%	531	100%
		(N = 732)		(N = 412)

C2A. I work the...shift (not asked in first survey)	Reg.	%	
(1) 8:00 am- 5:00pm	224	60%	
(2) 6:00 am- 2:00pm	75	20%	
(3) 2:00 pm- 10:00pm	50	13%	
(4) 10:00pm- 6:00am	16	5%	
(5) Other	6	2%	
Not Answered	(160)	0%	
Total	531	100%	(N = 371)

C3. I have had (check below) number of mandated reassignments.(not asked in first survey)			
(1) None	131	40%	
(2) 1-2	85	26%	
(3) 2-4	50	15%	
(4) 4-6	61	19%	
(5) 6-8	0	0%	
(6) 8-10	0	0%	
(0) Not Answered	(204)	0%	
Total	531	100%	(N = 327)

C4. I have had (check below) number of mandated reassignments that involve shift changes.(not asked in first survey)			
(1) None	298	78%	
(2) 1-2	60	16%	
(3) 2-4	10	3%	
(4) 4-6	2	1%	
(5) 6-8	5	1%	
(6) 8-10	5	1%	
(0) Not Answered	151	0%	
Total	531	100%	(N = 380)

Please place a CHECKMARK by your job group.	1st (Survey)	%	2nd (Survey)	%
1.0 Administration (Department Heads, Unit Directors, Human Resource Development, Human Resource Services, Quality Assurance, Home Director)	61	8%	30	7%
2.0 Supervisors	57	8%	32	8%
3.0 Medical (Physicians)	2	1%	1	1%
4.0 Therapists (O/T, P/T, Speech, Recreation, Child Development)	58	8%	11	3%
5.0 Nurses (RN's, LVN's)	37	5%	30	7%
6.0 General Professionals (Social Work, QMRP, Psych, Teachers Aide, Case Manag., Dental)	40	5%	16	4%
7.0 Direct Contact (Dorm Staff, Group Home, Trainers, Service Asst., Techs.)	268	36%	139	35%
8.0 Clerical Support	39	5%	18	4%
9.0 Support services (Food, Grounds, Maintenance, Supply, Clothing, Laundry, Housekeeping)	181	24%	124	31%
10.0 Not Answered	(57)	0%	(130)	0%
Total	800	100%	531	100%
	(N = 743)			(N = 401)

TRAVIS EMPLOYEE SURVEY RESULTS[5]

Strongly Disagree	(SD) = 1	Agree	(A) = 4
Disagree	(D) = 2	Strongly Agree	(SA) = 5
Neutral	(N) = 3	Don't Know	(DK) = 9

TOP = TRAVIS 2nd SURVEY N = 48 Temporary Only
BOTTOM = TRAVIS 2nd SURVEY N = 531 Regular Campus Employees

		SD	D	N	A	SA
A1.	Central Office has been honest in providing information about the closure/downsizing.	33%		33%		34%
	N = 39 N = 390	60%		18%		22%
A2.	My perception is that Central Office staff have given employees adequate information about the closure/downsizing.	49%		22%		29%
	N = 41 N = 393	60%		18%		22%
A3.	Central Office staff have quickly provided information about closure/downsizing issues.	53%		22%		25%
	N = 40 N = 392	58%		22%		20%
A4.	The closure/downsizing activities have been fair to employees' needs.	45%		33%		22%
	N = 40 N = 412	60%		20%		20%
A5.	The closure/downsizing activities have been sensitive to employees' needs.	48%		27%		25%
	N = 40 N = 409	62%		18%		20%
A6.	This facility administration has been honest in providing information about the closure/downsizing.	30%		30%		40%
	N = 43 N = 402	57%		19%		24%
A7.	In my view, local facility staff have given employees adequate information about the closure/downsizing.	41%		22%		37%
	N = 44 N = 402	54%		22%		24%
A8.	The local facility administration has quickly provided information about closure/ downsizing issues.	43%		23%		34%
	N = 44 N = 397	57%		21%		22%

[5]Regular Employees are campus employees hired before September, 1992; Temporary Employees are employees hired after September 1, 1992.

TSS TOP = TEMP. BOTTOM = REG.		SD	D	N	A	SA
A9.	The closure/downsizing activities have been fair to the individuals' needs.	43%		32%	25%	
	N = 40 N = 397	61%		21%	18%	
A10.	The closure/downsizing activities have been sensitive to the individual's needs.	49%		23%	28%	
	N = 39 N = 397	63%		19%	18%	
A11.	The closure/downsizing activities have been fair to families' needs.	44%		27%	29%	
	N = 34 N = 358	56%		22%	22%	
A12.	The closure/downsizing activities have been sensitive to the families' needs.	41%		30%	29%	
	N = 34 N = 358	55%		23%	22%	
A13.	The promised closure options for employees have been adequately explained.	36%		14%	50%	
	N = 44 N = 405	44%		19%	37%	
A14.	The promised closure options for employees have encouraged me to stay at the State School for as long as my services are required.	25%		22%	53%	
	N = 45 N = 411	35%		18%	47%	
A15.	The window process for employees has been adequately explained to employees.	29%		27%	44%	
	N = 41 N = 419	39%		17%	44%	
A16.	The window process for employees has encouraged me to stay at the State School for as long as my services are required.	33%		36%	31%	
	N = 39 N = 406	37%		22%	41%	
A17.	I feel windows have been given to employees in a fair and consistent way.	35%		31%	34%	
	N = 32 N = 391	53%		17%	30%	
A18.	I feel that windowed employees are providing the same quality of service as non-windowed employees.	44%		26%	30%	
	N = 34 N = 387	47%		20%	33%	
A19.	I feel that there is stress between windowed and non-windowed employees.	16%		25%	59%	
	N = 32 N = 391	34%		19%	47%	

TSS TOP = TEMP. BOTTOM = REG.		SD	D	N	A	SA
A20.	In my view, the quality of services to individuals living at this facility has been maintained.	25%		14%	61%	
	N = 44 N = 392	37%		18%	45%	
A21.	In my view, the quality of services to individuals being placed into community living arrangements has been maintained.	23%		29%	48%	
	N = 35 N = 322	31%		27%	42%	
A22.	In my view, the quality of services to individuals transferred to other state schools has been maintained.	12%		32%	56%	
	N = 34 N = 303	22%		28%	50%	
A23.	In my view, community based providers have been well prepared to provide needed services before placement of individuals.	25%		31%	44%	
	N = 32 N = 296	38%		30%	32%	
A24.	I feel that receiving state schools have been well prepared to provide needed services before transfer of individuals.	22%		25%	53%	
	N = 36 N = 294	27%		30%	43%	
A25.	I feel employees have been given honest, adequate, and timely information about their window or on campus reassignment.	40%		33%	27%	
	N = 40 N = 376	51%		20%	29%	
A26.	I have experienced personal and/or work related hardships created by reassignments that involve shift changes.	37%		45%	18%	
	N = 38 N = 369	37%		30%	33%	

PART B Top = First Survey Bottom = Second Survey
Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

On my current job, this is how I feel about. . . .

B1. The amount of money I make in terms of the type of work I do.

1	2	3	4	5	6	7
33%		59%			8%	
55%		40%			5%	

N = 48 N = 433

BEST COPY AVAILABLE

TSS TOP = TEMP. BOTTOM = REG.

Not Satisfied = 1 (!) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B2. The policies and rules.

1	2	3	4	5	6	7
23%		67%			10%	
35%		59%			6%	

N = 48 N = 435

B3. The general surroundings in which I work.

1	2	3	4	5	6	7
11%		70%			19%	
19%		68%			13%	

N = 47 N = 428

B4. The way that people get along with each other on the job.

1	2	3	4	5	6	7
27%		50%			23%	
28%		60%			12%	

N = 48 N = 431

B5. The degree of "challenge" I find in my job itself.

1	2	3	4	5	6	7
10%		67%			23%	
23%		60%			17%	

N = 48 N = 432

B6. The appreciation I am shown for the work I do.

1	2	3	4	5	6	7
29%		57%			14%	
42%		48%			10%	

N = 48 N = 432

B7. The opportunities I have for growth and self-improvement within the organization.

1	2	3	4	5	6	7
42%		42%			16%	
55%		41%			04%	

N = 48 N = 433

B8. The opportunities I have for advancement.

1	2	3	4	5	6	7
59%		27%			14%	
63%		34%			3%	

N = 48 N = 431

B9. The amount of job security I have.

1	2	3	4	5	6	7
61%		29%			10%	
49%		43%			8%	

N = 48 N = 429

TSS TOP = TEMP. BOTTOM = REG.

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B10. The recognition I receive for my efforts on the job.

1	2	3	4	5	6	7
31%		54%			15%	
44%		50%			6%	

N = 48 N = 426

B11. The overall quality of my work environment.

1	2	3	4	5	6	7
13%		67%			20%	
22%		69%			9%	

N = 48 N = 426

B12. The sense of accomplishment I derive from my work.

1	2	3	4	5	6	7
17%		54%			29%	
19%		63%			18%	

N = 48 N = 422

B13. The general way in which I am treated by my immediate supervisor.

1	2	3	4	5	6	7
19%		44%			37%	
21%		50%			29%	

N = 48 N = 423

B14. The opportunity I have for creativity and self-expression in my job.

1	2	3	4	5	6	7
26%		53%			21%	
27%		55%			18%	

N = 47 N = 424

B15. The sense of achievement or contribution I receive from my work.

1	2	3	4	5	6	7
13%		63%			24%	
23%		59%			18%	

N = 46 N = 423

B16. The stability of my employment.

1	2	3	4	5	6	7
36%		54%			10%	
40%		50%			10%	

N = 48 N = 425

B17. The actual duties and tasks in my work.

1	2	3	4	5	6	7
8%		69%			23%	
16%		66%			18%	

N = 48 N = 426

BEST COPY AVAILABLE

TSS TOP = TEMP. BOTTOM = REG.

Not Satisfied = 1 (!) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B18. The sense of importance I get from my job.

1	2	3	4	5	6	7
6%		69%			25%	
21%		58%			21%	

N = 48 N = 427

B19. The way in which the policies and rules are administered.

1	2	3	4	5	6	7
33%		52%			15%	
46%		47%			7%	

N = 48 N = 425

B20. My salary in terms of similar jobs in this geographic area.

1	2	3	4	5	6	7
26%		61%			13%	
52%		45%			3%	

N = 47 N = 430

B21. The way in which people generally treat each other on my unit or work area.

1	2	3	4	5	6	7
21%		52%			27%	
30%		56%			14%	

N = 48 N = 429

B22. The help and support I receive from my immediate supervisor.

1	2	3	4	5	6	7
19%		52%			29%	
23%		49%			28%	

N = 48 N = 425

B23. The opportunities I have for promotion to more responsible jobs.

1	2	3	4	5	6	7
46%		41%			13%	
58%		37%			5%	

N = 48 N = 423

B24. The amount of responsibility I am given in my job.

1	2	3	4	5	6	7
17%		70%			13%	
18%		63%			19%	

N = 47 N = 424

TSS TOP = TEMP. BOTTOM = REG.

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B25. Working at the facility prior to the closure announcement.

1	2	3	4	5	6	7
12%		77%			11%	
21%		55%			24%	

N = 44 N = 423

B26. Working at the facility now.

1	2	3	4	5	6	7
22%		68%			10%	
34%		58%			8%	

N = 46 N = 428

B27. The amount of job security I will have after I transfer to another facility.

1	2	3	4	5	6	7
44%		43%			13%	
65%		30%			5%	

N = 46 N = 407

PART C.

C1. I am employed at:	Reg.	%	Temp.	%
STATE SCHOOL CAMPUS	450	100%	48	100%
STATE SCHOOL COMMUNITY SERVICES	(213)	0%	(4)	0%
Not Answered	(129)	0%	0	0%
Total	792	100%	52	100% (N = 48)

WINDOWED	23	3%
TEMPORARY (48 Campus & 4 Community)	52	8%
REGULAR CAMPUS	383	58%
RREGULAR COMMUNITY	203	31%
Not Answered (125 Campus & 6 Community)	(131)	0%
Total	792	100% (N = 661)

Length of Employeement	Reg.	%	Temp.	%
(1) Under 6 months	3	1%	23	48%
(2) 6 months to 1 year	5	1%	13	27%
(3) 1-2 years	24	6%	8	17%
(4) 2-3 years	33	7%	0	0%
(5) 3-5 years	53	13%	1	2%
(6) 6-14 years	171	41%	1	2%
(7) Over 15 years	129	31%	2	4%
(0) Not Answered	(113)	0%	0	0%
Total	531	100%	48	100%
		(N = 418)		

C2. My Age is:	Reg.	%	Temp.	%
(1) Under 20 years	4	1%	3	6%
(2) 20-29 years	56	14%	20	42%
(3) 30-39 years	117	28%	12	25%
(4) 40-49 years	114	28%	9	19%
(5) 50 years or over	121	29%	4	8%
(0) Not Answered	(119)	0%	0	0%
Total	531	100%	48	100%
		(N = 412)		

C2A. I work the...shift (not asked in first survey)	Reg.	%	Temp.	%
(1) 8:00 am- 5:00pm	224	60%	4	10%
(2) 6:00 am- 2:00pm	75	20%	8	21%
(3) 2:00 pm- 10:00pm	50	13%	23	61%
(4) 10:00pm- 6:00am	16	5%	3	8%
(5) Other	6	2%	0	0%
(0) Not Answered	(160)	0%	(10)	0%
Total	531	100%	48	100%
		(N = 371)		(N = 38)

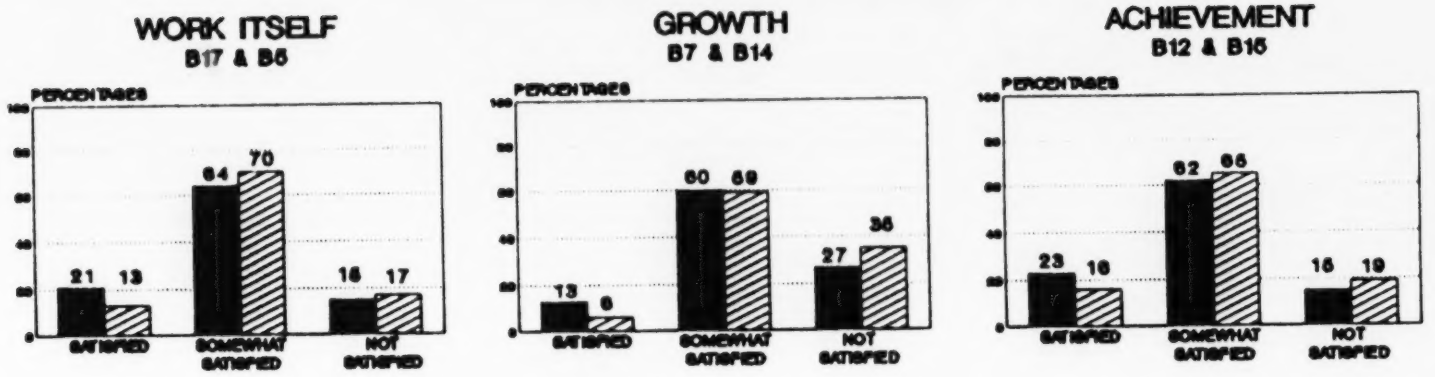
C3. I have had (check below) number of mandated reassignments.(not asked in first survey)	Reg.	%	Temp.	%
(1) None	131	40%	34	73%
(2) 1-2	85	26%	9	19%
(3) 2-4	50	15%	2	4%
(4) 4-6	61	19%	0	0%
(5) 6-8	0	0%	0	0%
(6) 8-10	0	0%	1	4%
(0) Not Answered	(204)	0%	(2)	0%
Total	531	100%	48	100%
		(N = 327)		(N = 46)

C4. I have had (check below) number of mandated reassignments that involve shift changes.(not asked in first survey)

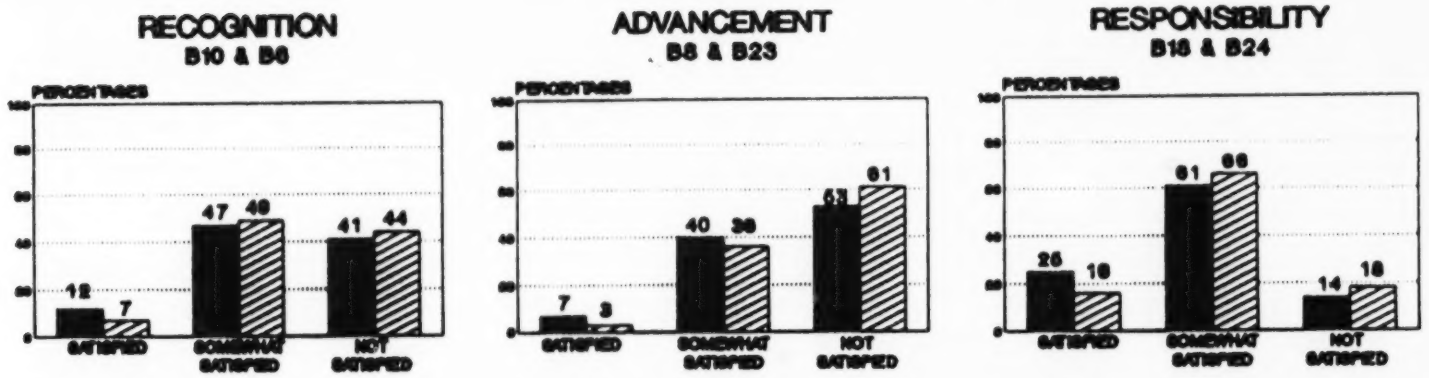
(1) None	298	78%	42	91%
(2) 1-2	60	16%	4	9%
(3) 2-4	10	3%	0	0%
(4) 4-6	2	1%	0	0%
(5) 6-8	5	1%	0	0%
(6) 8-10	5	1%	0	0%
(0) Not Answered	(151)	0%	(2)	0%
Total	531	100%	48	100%
		(N = 380)		(N = 46)

Please place a CHECKMARK by your job group.	Reg.	%	Temp.	%
1.0 Administration (Department Heads, Unit Directors, Human Resource Development, Human Resource Services, Quality Assurance, Home Director)	30	7%	0	0%
2.0 Supervisors	32	8%	0	0%
3.0 Medical (Physicians)	1	1%	0	0%
4.0 Therapists (O/T, P/T, Speech, Recreation, Child Development)	11	3%	0	0%
5.0 Nurses (RN's, LVN's)	30	7%	0	0%
6.0 General Professionals (Social Work, QMRP, Psych, Teachers Aide, Case Manag., Dental)	16	4%	0	0%
7.0 Direct Contact (Dorm Staff, Group Home, Trainers, Service Asst., Techs.)	139	35%	29	66%
8.0 Clerical Support	18	4%	2	5%
9.0 Support services (Food, Grounds, Maintenance, Supply, Clothing, Laundry, Housekeeping)	124	31%	13	29%
10.0 Not Answered	(130)	0%	(4)	0%
Total	531	100%	48	100%
		(N = 401)		(N = 44)

TRAVIS MORALE



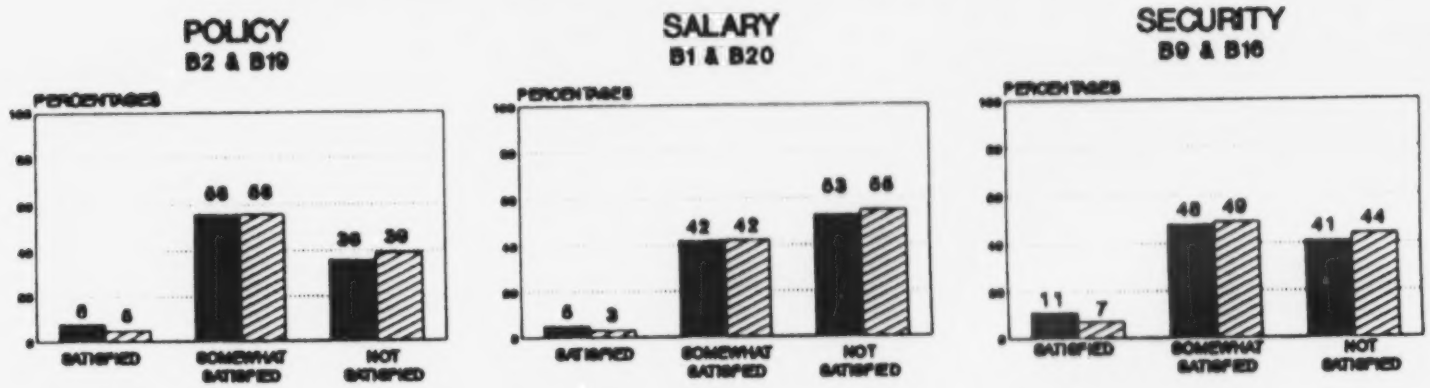
SURVEY I ▬ SURVEY II ▨



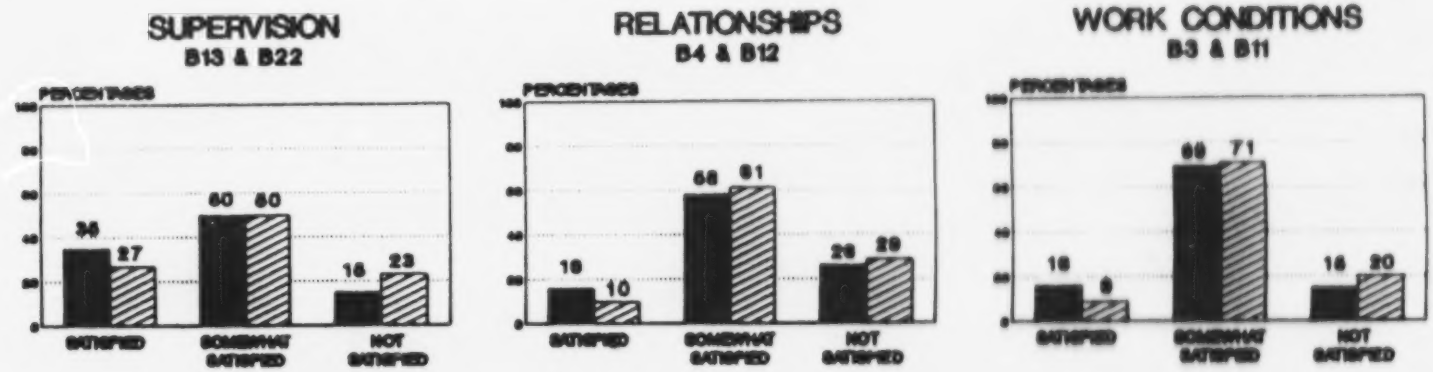
Survey I N = 800, Survey II N = 531

BEST COPY AVAILABLE

TRAVIS WORK ENVIRONMENT



SURVEY I ■ SURVEY II ▨



SURVEY I N = 800, SURVEY II N = 531

BEST COPY AVAILABLE

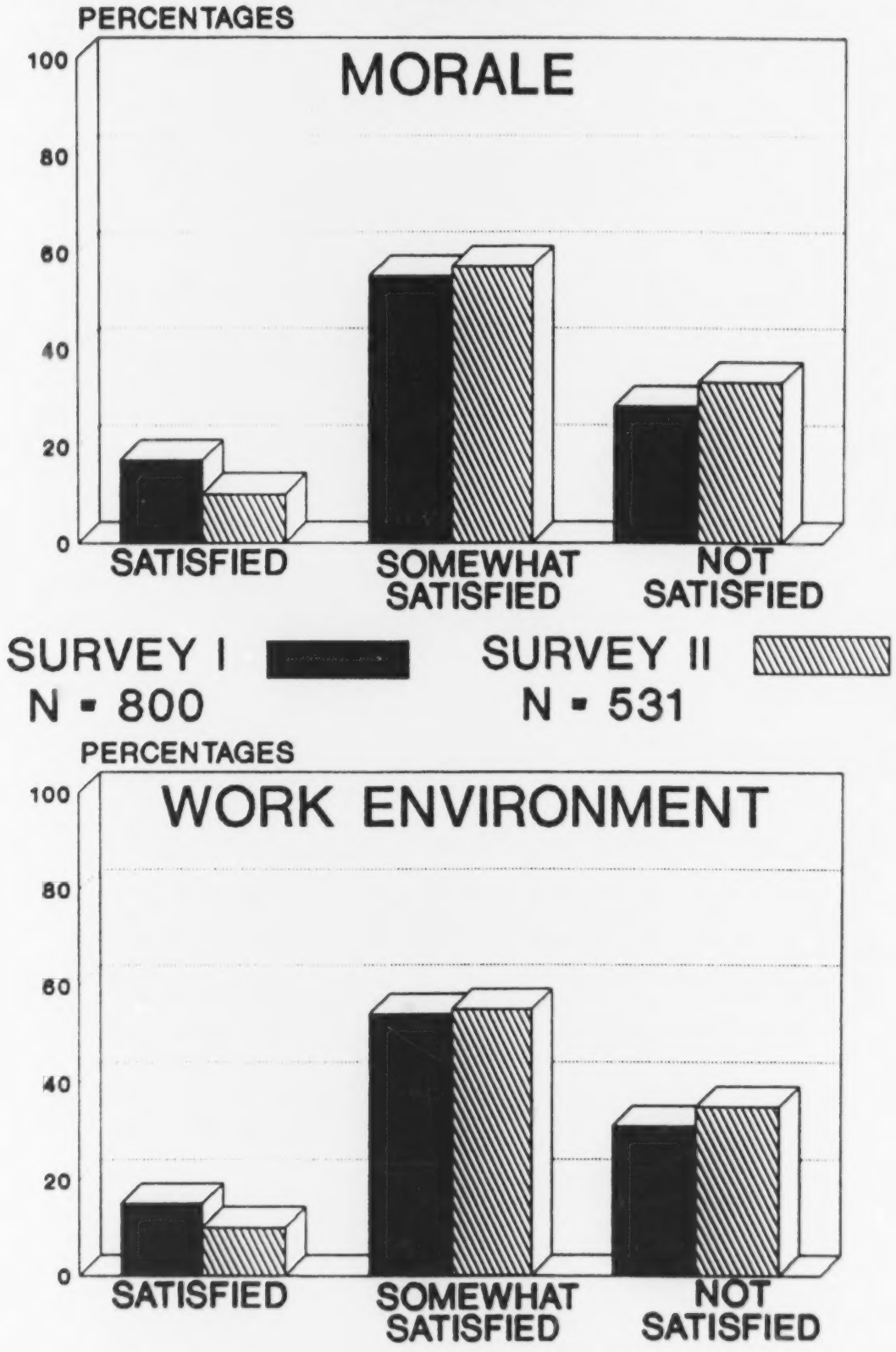
GRAPHS POSITIVE CHANGES

PARENT/GUARDIAN SURVEYS

FORT WORTH AND TRAVIS

STATE SCHOOLS

TRAVIS


PERCENTAGES
MORALE
100
80
60
40
20
0
SATISFIED
SOMEWHAT SATISFIED
NOT SATISFIED
SURVEY I
N = 800
SURVEY II
N = 531
PERCENTAGES
WORK ENVIRONMENT
100
80
60
40
20
0
SATISFIED
SOMEWHAT SATISFIED
NOT SATISFIED

EXECUTIVE SUMMARY

PARENT GUARDIAN SURVEYS

FORT WORTH AND TRAVIS

STATE SCHOOLS

Texas Department of
Mental Health and Mental Retardation

Lonnie R. Jones, M.S.W., M.B.A.
Commissioner

May 16, 1995

Southwest
Institute for
Developmental
Disabilities
Abilene
P.O. Box 451
S. 24th & Maple
Abilene, TX
79604-0451
(915) 695-7182
Fax 691-1267

Dear Family Member,

We have enclosed an Executive Summary of the results of both Parent/Family Surveys conducted in 1993 and 1994. These surveys were administered as one part of the evaluation of State School Closure process. TDMHMR established the State School Closure Evaluation Steering Committee with wide representation including parent, community services, research and evaluation specialists, the central office closure administrator, and employees from Fort Worth and Travis State Schools. This committee developed both the family and employee surveys. The Southwest Institute for Developmental Disabilities Abilene (SIDDA) has been contracted by TDMHMR to conduct surveys of employees and families.

The evaluation staff at SIDDA compiled family responses for the Committee to review and identify the trends included in the enclosed Executive Summary. This summary and the full results has been shared with the administration of both schools. This information will be used by the state schools to consider ways of improving the closure process for all involved.

The evaluation staff is available to meet with the parent groups at both state schools at their invitation. At these meetings, families can receive a more in-depth analysis of the results and give their suggestions for improvement.

We appreciate parent/family's participating in these surveys. If you would like a copy of the complete survey results, please call ***1-800-524-1346*** *and leave your name and address so we can mail a copy to you. If you have any questions, leave your name and phone number at that same number, or call Southwest Institute at (915) 695-7182 and we will return your call.*

Thank you for your time.

Kevin Kraushaar

Delia Elliott

Kevin Kraushaar Ph.D.
Director of Program Evaluation

Delia Elliott M. A.
Program Evaluation Specialist

BEST COPY AVAILABLE

EXECUTIVE SUMMARY
PARENT/FAMILY SURVEYS 1993 and 1994

The 1993 Parent/Family Survey was administered twelve months after the closure announcement and the 1994 survey eighteen months after the first survey. The surveys were sent to the families of all individuals who lived at FWSS or TSS on March 31, 1992. The survey was developed by the State School Closure Steering Committee representing Central Office, evaluation, facility, community staff and parents. Forty-three percent of all families responded to the first survey and 35% responded to the second. At the time of the second survey the census of TSS had been reduced by 53% and that of FWSS by 50%. Forty-seven percent of TSS and 45% of FWSS families who responded to the second survey had family members who had moved prior to the second survey.

Overall Conclusions:

- *The results indicate that the closure processes at FWSS and TSS addressed the needs of the families.*
- *Families' perceptions of closure activities had changed to a significantly more positive attitude in the intervening time between the two surveys.*
- *Approximately 80% of families at both schools still felt that FWSS and TSS should not close compared to 86% in the first survey.*
- *The positive movement in perceptions was evident across all family groups including those whose family members had not moved, those whose family members were in the community and those whose family members had transferred to another state school.*
- *The substantial improvement in perceptions may have been, in part, because 46% of the respondents' family members had completed the transfer process. They, therefore, were more comfortable with the process and fear of the unknown has been somewhat alleviated. Those whose family members had not yet moved may have had knowledge of the positive outcomes of other moves.*
- *Since 60% of the families who answered the second survey also answered the first one, the changes in ratings most likely represent changes over time in family attitudes rather than different parents answering each survey.*

Many items addressed principles and promises made to families in the State School Closure Plan. Results suggest that many families felt that these had been kept.

Specifically:

- *Families' responses indicated most felt the quality of care for individuals has been maintained and that their family member had been treated with dignity at both the facility and the new home during the closure process.*

- *Families, also, felt that TDMHMR had not forgotten them and the state schools had been supportive. Indeed, they had been included as an integral part of the placement planning process and had information about placement and transfer options.*

- *Individualized attention was indicated as families felt they were equal members of, and included in, their family members' IDT. Over 78% of families felt that the new staff had been told their family members' likes and dislikes and had been kept informed about their family member.*

Other Issues:

- *Eighty-three percent of TSS families felt their ability to visit their family member had been helped by their family members' move; whereas, 54% of FWSS parents felt they had been helped.*

  Written comments indicated that in general, families were helped because their family members were moved closer to them.

  Those who were hurt by the move had transportation or distance as obstacles.

Although the results show improvement in many areas, there is still room for improvement. Specifically:

- *Only 28% of Fort Worth parents and 31% of Travis parents knew TDMHMR's responsibilities if private providerships changed.*

- *Only 20% of Fort Worth parents and 31% of Travis parents knew how services would be monitored in the community.*

- *However, 40% of Fort Worth parents and 45% of Travis parents indicated they knew how services would be monitored during facility downsizing.*

- *Forty-nine percent of Fort Worth parents and 53% of Travis parents reported they had been offered counseling about closure issues.*

The graphs following the survey results indicate the changes between the 1993 and 1994 surveys. The areas addressed are those relating to the closure principles and promises.

PARENT\GUARDIAN

SURVEY RESULTS

FORT WORTH STATE SCHOOL

FORT WORTH PARENT/FAMILY SURVEY

Strongly Disagree	(SD)= 1	Agree	(A) = 4
Disagree	(D)= 2	Strongly Agree	(SA) = 5
Neutral	(N)= 3	Not Applicable	(NA) = NA

TOP = Fort Worth 1st Survey May-July, 1993 N = 171
BOTTOM = Fort Worth 2nd Survey August-October, 1994 N = 136

		SD	D	N	A	SA
A1.	I feel I have been involved in closure activities as much as I want to be.	45%		11%		44%
	N = 171 N = 126	25%		11%		64%
A2.	I feel I have been included in closure decision making activities as much as I want to be.	52%		11%		37%
	N = 157 N = 129	30%		13%		57%
A3.	I feel I have helped make decisions and have been updated about closure plans for my family member.	46%		10%		44%
	N = 163 N = 129	21%		13%		66%
A4.	I am satisfied with TDMHMR's management of the closure activities.	58%		15%		27%
	N = 158 N = 124	27%		16%		57%
A5.	I think that Fort Worth/Travis State Schools should not close.	14%		0%		86%
	N = 167 N = 130	15%		4%		81%
Section B						
B1.	I have received as much information from rumors as from official sources.	31%		17%		52%
	N = 160 N = 122	43%		14%		43%
B2.	I feel the state school did keep enough staff to take care of my family member.	---		---		---
	N = --- N = 127	22%		16%		62%
B3.	I feel the state school will keep enough employees to take care of my family member during downsizing.	34%		20%		46%
	N = 163 N = 101	25%		15%		59%

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

		SD	D	N	A	SA
B4.	I feel I know about placement/ transfer forecasts/planning activities for individuals.		52%	13%		34%
	N = 162 N = 117		22%	21%		57%
B5.	I understand how individuals will be monitored during staff downsizing.		59%	17%		24%
	N = 156 N = 117		33%	27%		40%
B6.	I feel the state school has supported me/my family member through planned transition activities.		30%	16%		54%
	N = 160 N = 129		16%	12%		72%
Section C						
C1.	I understand my family's rights about placement/transfer.		31%	15%		54%
	N = 162 N = 126		15%	11%		74%
C2.	I feel comfortable that TDMHMR will carry out its responsibilities about transfer/placement.		31%	18%		51%
	N = 161 N = 124		17%	14%		69%
C3.	I feel the state school knows its responsibilities for my family member's rights.		14%	13%		73%
	N = 161 N = 127		11%	7%		82%
C4.	I feel TDMHMR respects my right to be involved in decisions about my family member.		30%	13%		57%
	N = 163 N = 128		16%	7%		77%
C5.	I know what services/supervision my family member will receive after placement/transfer from FWSS.		61%	13%		26%
	N = 158 N = 116		32%	16%		52%
C6.	I know the responsibilities TDMHMR has if private providership changes for my family member.		56%	16%		28%
	N = 135 N = 93		41%	22%		37%
C7.	I know how the quality of services for my family member will be monitored in the community.		67%	13%		20%
	N = 127 N = 99		37%	26%		37%

BEST COPY AVAILABLE

FWSS TOP = 1st Survey BOTTOM - 2nd Survey

		SD	D	N	A	SA
C8.	I feel my family member has continued to receive quality/ needed services in the new home.	20%		43%		37%
	N = 58 N = 84	14%		18%		68%
C9.	I feel my family member has been cared for and treated with dignity at **FWSS**.	14%		14%		72%
	N = 134 N = 125	7%		11%		82%
C10.	I feel my family member has been cared for and treated with dignity at the new home.	13%		38%		49%
	N = 47 N = 83	8%		19%		72%
C11.	I/my family member feel we have not been forgotten by TDMHMR.	36%		22%		42%
	N = 139 N = 123	14%		18%		68%

Section D

D1.	I feel satisfied that the appeals process decisions are fair and objective.	40%		29%		31%
	N = 151 N = 116	27%		23%		50%
D2.	I feel I am\was an equal member of my family member's Interdisciplinary Team (IDT) at **FWSS**.	26%		16%		58%
	N = 156 N = 122	13%		17%		70%
D3.	I feel\felt satisfied with my family member's IDT staffing (annual planning conference) at **FWSS**.	16%		16%		68%
	N = 160 N = 127	7%		17%		76%

The following questions may be answered YES or NO.

		YES	NO
D4.	I understand my family's rights about the need for informed consent.	71%	29%
	N = 154 N = 127	89%	11%
D5.	I have had the chance to tell what my preference is/was for placement/ transfer of my family member.	92%	8%
	N = 159 N = 130	95%	5%
D6.	I know if my family member has visited or been given information about other schools/day programs.	44%	56%
	N = 125 N = 104	64%	36%

FWSS TOP = 1st Survey BOTTOM - 2nd Survey

		YES	NO
D7.	I have had the opportunity to visit and receive information about state schools programs for my family member, if recommended for state school placement.	56%	44%
	N = 151 N = 108	82%	18%
D8.	I have received information about possible community living sites and day programs in my area if recommended for community placement.	36%	64%
	N = 131 N = 126	68%	32%
Section E		**YES**	**NO**
E1.	I know I can get a copy of the state school closure plan.	66%	34%
	N = 154 N = 125	78%	22%
E2.	I have received a copy of the placement appeals process.	36%	64%
	N = 156 N = 115	64%	36%
E3.	I have been offered counseling for me/my family member before placement/ transfer.	25%	75%
	N = 149 N = 111	49%	51%
E4.	I have received recent information about the care and services for my family member.	60%	40%
	N = 159 N = 124	74%	26%
E5.	I have been included in the planning process for placement of my family member.	67%	33%
	N = 155 N = 123	88%	12%
E6.	My family member has been able to share emotions about moving with a support group.	30%	70%
	N = 83 N = 79	53%	47%
Section F		**YES**	**NO**
F1.	My family member was able to engage in preferred activities before/after transfer/placement.	68%	32%
	N = 73 N = 80	81%	19%
F2.	I have been asked where my family member wants to live and with what friends.	54%	46%
	N = 125 N = 92	64%	36%

FWSs TOP = 1st Survey BOTTOM - 2nd Survey

	YES	NO
F3. I have been asked about my family member's fears about placement/ transfer. N = 122 N = 88	29% 50%	71% 50%
F4. My family member's likes/dislikes have been told to the staff at the new home. N = 67 N = 80	43% 82%	57% 18%
F5. My family member has been able to take personal belongings and money with them to the new home. N = 36 N = 76	80% 92%	20% 8%
F6. My family member and I have agreed to placement or transfer. N = 112 N = 98	55% 90%	45% 10%

G1. I am:	1st (Survey)	%	2nd (Survey)	%
1. Family member (not guardian)	47	29%	41	33%
2. Family member/guardian	111	67%	80	63%
3. Court appointed guardian (non family member)	7	4%	4	3%
4. Advocate	0	0%	1	1%
5. Not Answered	(6)	0%	(10)	0%
Total	171	100%	136	100%
	(N = 165)		(N = 126)	

G2. My family member currently lives at:

1. Fort Worth State School	156	91%	69	53%
2. Travis State School	2	1%	2	2%
3. Community Living	--	--	20	15%
4. Other (name)	10	8%	40	30%
5. Not Answered	(3)	0%	(5)	0%
	171	100%	136	100%
	(N = 169)		(N = 131)	

G3. My family member has lived at the above for:

1. Less than six months	--	--	47	36%
2. six months to one year	8	5%	0	0%
3. 1-5 years	9	5%	17	13%
4. 5-10 years	19	11%	10	8%
5. 10-17 years	90	54%	32	25%
6. over 17 years	41	25%	23	18%
7. Not Answered	(4)	0%	(7)	0%
	171	100%	136	100%
	(N = 169)		(N = 129)	

G4. I have contacted (visited/phoned) my family member:

1. Weekly or more	49	30%	46	37%
2. Twice a month	38	23%	25	20%
3. Once a month	30	19%	16	13%
4. Once every three months	21	13%	12	9%
5. About five times a year	14	9%	6	5%
6. Twice a year	4	2%	9	8%
7. Once a year	3	2%	4	3%
8. Less than once a year	3	2%	5	4%
9. Not Answered	(9)	(0%)	(13)	(0%)
	171	100%	136	100%
	(N = 162)		(N = 123)	

	1st (Survey)	%	2nd (Survey)	%

G5. If your family member has moved from FWSS, how has this effected your ability to visit them?

1. Helped	--	--	29	54%
2. Hurt	--	--	25	46%
3. Not Answered	--	--	(82)	0%
	--	--	136	100%
			(N = 54)	

PARENT\GUARDIAN

SURVEY RESULTS

TRAVIS STATE SCHOOL

TRAVIS PARENT/FAMILY SURVEY

Strongly Disagree	(SD) = 1	Agree	(A) = 4
Disagree	(D) = 2	Strongly Agree	(SA) = 5
Neutral	(N) = 3	Not Applicable	(NA) = NA

TOP = Travis 1st Survey May-July, 1993 N = 234
BOTTOM = Travis 2nd Survey August-October, 1994 N = 238

		SD	D	N	A	SA
A1.	I feel I have been involved in closure activities as much as I want to be.	26%		12%		62%
	N = 210	16%		14%		70%
	N = 210					
A2.	I feel I have been included in closure decision making activities as much as I want to be.	32%		14%		54%
	N = 213	20%		12%		68%
	N = 206					
A3.	I feel I have helped make decisions and have been updated about closure plans for my family member.	24%		14%		62%
	N = 213	17%		12%		71%
	N = 147					
A4.	I am satisfied with TDMHMR's management of the closure activities.	29%		21%		50%
	N = 208	22%		17%		61%
	N = 216					
A5.	I think that Fort Worth/Travis State Schools should not close.	8%		5%		86%
	N = 215	11%		11%		78%
	N = 211					
Section B						
B1.	I have received as much information from rumors as from official sources.	48%		13%		39%
	N = 204	56%		16%		28%
	N = 198					
B2.	I feel the state school did keep enough staff to take care of my family member.	---		---		---
	N = ---	21%		14%		65%
	N = 209					
B3.	I feel the state school will keep enough employees to take care of my family member during downsizing.	16%		23%		61%
	N = 216	20%		15%		65%
	N = 191					

BEST COPY AVAILABLE

TSS TOP = 1st Survey BOTTOM = 2nd Survey

		SD	D	N	A	SA
B4.	I feel I know about placement/ transfer forecasts/planning activities for individuals.	33%		18%		50%
	N = 215 N = 200	15%		20%		65%
B5.	I understand how individuals will be monitored during staff downsizing.	45%		20%		35%
	N = 209 N = 184	32%		23%		45%
B6.	I feel the state school has supported me/my family member through planned transition activities.	11%		16%		73%
	N = 216 N = 215	9%		9%		82%
Section C						
C1.	I understand my family's rights about placement/transfer.	19%		14%		67%
	N = 215 N = 207	9%		9%		82%
C2.	I feel comfortable that TDMHMR will carry out its responsibilities about transfer/placement.	12%		19%		68%
	N = 216 N = 212	11%		8%		81%
C3.	I feel the state school knows its responsibilities for my family member's rights.	6%		9%		86%
	N = 221 N = 215	6%		4%		90%
C4.	I feel TDMHMR respects my right to be involved in decisions about my family member.	9%		10%		81%
	N = 220 N = 215	6%		6%		88%
C5.	I know what services/supervision my family member will receive after placement/transfer from TSS.	48%		18%		34%
	N = 208 N = 203	21%		19%		61%
C6.	I know the responsibilities TDMHMR has if private providership changes for my family member.	53%		16%		31%
	N = 189 N = 187	29%		23%		48%
C7.	I know how the quality of services for my family member will be monitored in the community.	51%		18%		31%
	N = 180 N = 178	36%		18%		46%

TSS TOP = 1st Survey BOTTOM - 2nd Survey

		SD	D	N	A	SA
C8.	I feel my family member has continued to receive quality/ needed services in the new home.	25%		25%		50%
	N = 76 N = 146	6%		16%		78%
C9.	I feel my family member has been cared for and treated with dignity at TSS.	5%		14%		81%
	N = 179 N = 215	8%		6%		86%
C10.	I feel my family member has been cared for and treated with dignity at the new home.	17%		41%		42%
	N = 71 N = 137	6%		12%		82%
C11.	I/my family member feel we have not been forgotten by TDMHMR.	10%		20%		70%
	N = 198 N = 198	11%		13%		76%

Section D

D1.	I feel satisfied that the appeals process decisions are fair and objective.	20%		26%		56%
	N = 200 N = 202	8%		25%		66%
D2.	I feel I am\was an equal member of my family member's Interdisciplinary Team (IDT) at TSS.	9%		23%		68%
	N = 209 N = 205	9%		13%		78%
D3.	I feel\felt satisfied with my family member's IDT staffing (annual planning conference) at TSS.	4%		13%		83%
	N = 212 N = 211	9%		10%		81%

The following questions may be answered YES or NO.

		YES	NO
D4.	I understand my family's rights about the need for informed consent.	81%	19%
	N = 208 N = 207	91%	9%
D5.	I have had the chance to tell what my preference is/was for placement/ transfer of my family member.	91%	9%
	N = 219 N = 218	97%	3%
D6.	I know if my family member has visited or been given information about other schools/day programs.	57%	43%
	N = 151 N = 147	69%	31%

T86 TOP = 1st Survey BOTTOM = 2nd Survey	YES	NO
D7. I have had the opportunity to visit and receive information about state schools programs for my family member, if recommended for state school placement. N = 205 N = 188	49% 80%	51% 20%
D8. I have received information about possible community living sites and day programs in my area if recommended for community placement. N = 154 N = 144	40% 69%	60% 31%
Section E	**YES**	**NO**
E1. I know I can get a copy of the state school closure plan. N = 205 N = 195	56% 72%	44% 28%
E2. I have received a copy of the placement appeals process. N = 195 N = 189	36% 61%	64% 39%
E3. I have been offered counseling for me/my family member before placement/ transfer. N = 190 N = 171	36% 53%	64% 47%
E4. I have received recent information about the care and services for my family member. N = 209 N = 215	69% 81%	31% 19%
E5. I have been included in the planning process for placement of my family member. N = 210 N = 211	80% 88%	20% 12%
E6. My family member has been able to share emotions about moving with a support group. N = 92 N = 110	36% 51%	64% 49%
Section F	**YES**	**NO**
F1. My family member was able to engage in preferred activities before/after transfer/placement. N = 93 N = 130	54% 76%	46% 24%
F2. I have been asked where my family member wants to live and with what friends. N = 148 N = 141	47% 67%	53% 33%

BEST COPY AVAILABLE

TSS TOP = 1st Survey BOTTOM = 2nd Survey	YES	NO
F3. I have been asked about my family member's fears about placement/ transfer. N = 143 N = 131	39% 63%	61% 37%
F4. My family member's likes/dislikes have been told to the staff at the new home. N = 70 N = 139	56% 79%	44% 21%
F5. My family member has been able to take personal belongings and money with them to the new home. N = 47 N = 122	77% 91%	23% 9%
F6. My family member and I have agreed to placement or transfer. N = 141 N = 162	62% 83%	38% 17%

G1. I am:	1st (Survey)	%	2nd (Survey)	%
1. Family member (not guardian)	130	58%	130	61%
2. Family member/guardian	85	37%	73	35%
3. Court appointed guardian (non family member)	5	2%	6	3%
4. Advocate	3	1%	2	1%
5. Not Answered	(16)	0%	(27)	0%
Total	234 (N = 223)	100%	238 (N = 211)	100%

G2. My family member currently lives at:

1. Fort Worth State School	0	%	1	1%
2. Travis State School	215	94%	116	52%
3. Community Living	6	3%	27	12%
4. Other (name)	6	3%	78	35%
5. Not Answered	(7)	0%	(16)	0%
	234 (N = 227)	100%	222 (N = 222)	100%

G3. My family member has lived at the above for:	1st (Survey)	%	2nd (Survey)	%
1. Less than six months	--	---	77	34%
2. six months to one year	9	4%	0	0%
3. 1-5 years	7	3%	36	16%
4. 5-10 years	4	2%	1	1%
5. 10-17 years	12	5%	15	7%
6. over 17 years	191	86%	94	42%
7. Not Answered	(11)	0%	(15)	0%
	223 (N = 223)	100%	223 (N = 222)	100%

G4. I have contacted (visited/phoned) my family member:

1. Weekly or more	11	5%	23	10%
2. Twice a month	17	8%	22	10%
3. Once a month	24	11%	34	16%
4. Once every three months	26	12%	33	15%
5. About five times a year	37	18%	22	10%
6. Twice a year	35	17%	28	13%
7. Once a year	21	10%	16	8%
8. Less than once a year	41	19%	39	18%
9. Not Answered	(22)	(0%)	(21)	0%
	234	100%	238	100%
	(N = 212)		(N = 217)	

G5. If your family member has moved from TSS, how has this effected your ability to visit them?

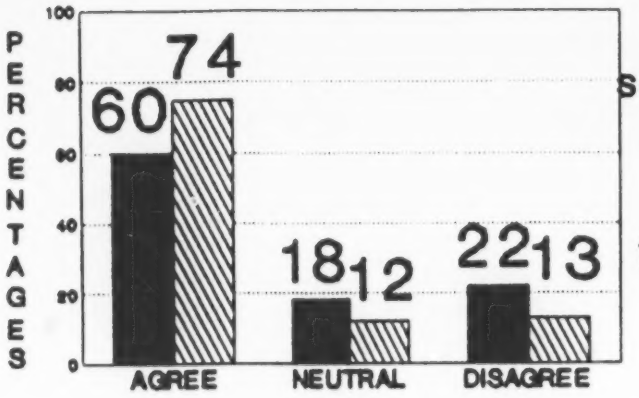
1. Helped	--	--	73	83%
2. Hurt	--	--	15	17%
3. Not Answered	--	--	(150)	0%
	--	--	238	100%
			(N = 88)	

GRAPHS OF MORALE
AND
WORK ENVIRONMENT FACTORS

TRAVIS STATE SCHOOL

EMPLOYEE SURVEY

PARENT/FAMILY SURVEYS 1993-1994
POSITIVE CHANGES

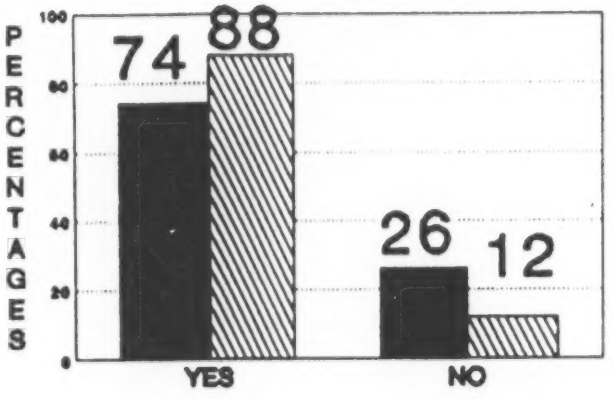


State school supported family.

TDMHMR did not forget family.

SURVEY I

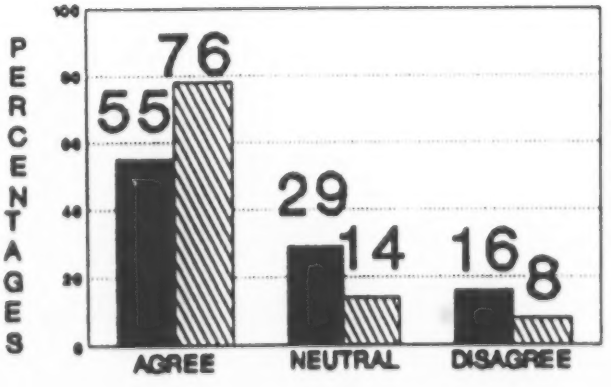
N = 405



Family included in placement planning process.

SURVEY II

N = 347



Family member received quality service and was treated with dignity at all sites.